

# CMDP PROVIDER MANUAL

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## Chapter 1

### WELCOME TO CMDP

The Comprehensive Medical Dental program (CMDP) welcomes you as a provider of health care for Arizona's children in foster care.

The State of Arizona, through the Department of Economic Security (DES), provides comprehensive medical and dental coverage for children in the custody of DES, Arizona Department of Juvenile Corrections and Arizona Juvenile Probation Offices who are placed in foster care settings. Children may be placed in Arizona or out-of-state.

CMDP believes that Arizona's commitment to children's health care is an investment in the future of Arizona. Thank you for your help as we work together to provide quality and timely health care services for Arizona's children in foster care.

#### Program Mission

The Comprehensive Medical and Dental Program promotes the well being of Arizona's children in foster care by ensuring, in partnership with the foster care community, the provision of appropriate and quality health care services.

CMDP's primary objectives are to:

- Proactively respond to the unique health care needs of Arizona's children in foster care.
- Ensure the provision of high quality, clinically appropriate and medically necessary health care, in the most cost effective manner.
- Promote continuity of care and support caregivers, custodians and guardians through integration and coordination of services.

# CMDP PROVIDER MANUAL

## Program Overview

CMDP is a program administered by the DES Division of Children, Youth and Families (DCYF). CMDP provides medical and dental services for children in:

- foster homes;
- the custody of DES and placed with a relative;
- the custody of DES and placed in a certified adoptive home prior to the entry of the final order of adoption;
- the custody of DES and in an independent living program as provided in Arizona Revised Statutes (A.R.S.) § 8-521;
- the custody of a probation department and placed in foster care;
- the custody of DES and placed with an unlicensed non-relative;

CMDP complies with Arizona Health Care Cost Containment System (AHCCCS) regulations to cover children in foster care who are eligible for Medicaid services. In some cases, the court will order additional covered services.

- CMDP covers a full scope of services, ranging from immunizations and prescriptions to surgery and hospitalizations. See Chapter 5 for covered and non-covered services.
- CMDP professional staff and consultants perform consultation, peer review, prior authorization, and utilization and quality management to optimize the delivery of high quality services appropriate to the needs of each child.
- Providers are reimbursed for medically necessary services at the AHCCCS fee-for-service schedule. For foster children residing outside of Arizona, CMDP is responsible to reimburse:
  - Any medically necessary services not otherwise covered by the receiving state's medicaid program.
- CMDP members residing in Arizona must select a Primary Care Provider (PCP). CMDP encourages the selection of a PCP from providers in CMDP's Preferred Provider Network (PPN). The PPN includes primary care physicians, primary care obstetricians and dentists.
- CMDP is the foster care program for the State of Arizona and in accordance with the Deficit Reduction Act (DRA), we can not reimburse provider more than the state medicaid fee schedule. Therefore, when a member is placed out of state, providers must be willing to become AHCCCS registered and encouraged to accept the medicaid fee schedule.
- CMDP is funded with a combination of state funds, federal funds from AHCCCS, Title XIX and Title XXI (KidsCare) members.

## CMDP PROVIDER MANUAL

### **CMDP Support**

The following is a summary of the ways in which CMDP staff assist and support providers:

- assist in management of difficult, non-compliant members;
- provide assistance/mediation regarding member, provider or agency concerns;
- act as liaison with the member's agency representative in order to obtain health care history and or legal consent to perform procedures;
- facilitating of "clean" claims for authorized services within 30 days;
- provide information regarding referrals to CMDP registered providers;
- assist with member referrals to community programs (e.g. CRS, RBHA, AzEIP);
- perform inpatient reviews;
- coordinate medical care for at risk children;
- facilitate prior authorization for urgent conditions within 24 hours and for non-urgent conditions within seven working days;
- process all informal and formal grievances for members and providers;
- conduct periodic site and chart reviews;

**CMDP Provider Services staff is always available to assist you to deliver covered services to CMDP members. Effective communication between medical providers and CMDP is essential to the delivery of appropriate medical services to our children. Please call us if you have any questions.**

# CMDP PROVIDER MANUAL

## **CMDP Provider Manual**

The CMDP Provider Manual has been developed to assist you in providing care to CMDP members and obtaining reimbursement. The key to success in any working relationship is good communication between the parties involved. This manual is intended to be a communication tool and reference guide. CMDP is committed to working with our providers and keeping you informed. Staff is always available to assist you.

Provider Services staff function as a liaison between your office and CMDP. We will assist you with any situation that may arise with provider issues. This can include, but is not limited to, keeping you informed of any changes in AHCCCS or CMDP policy and programs, and answering or researching your questions about claims and covered services. We will also assist you in accessing any additional resources you may need for the effective and appropriate medical, dental, and behavioral health treatment of a member.

Member Services staff are available to help you verify eligibility of members and assist in resolving problems with CMDP members who do not keep appointments or follow medical directions. Member Services staff can be reached at (602) 351-2245 or (800) 201-1795.

CMDP develops and maintains written policies and procedures applicable to each functional area of CMDP. All policies and procedures have been written to implement state and federal laws and regulations as well as AHCCCS rules and policies. The CMDP Provider Manual policies and procedures apply to all network and non-network providers. Copies of specific CMDP policies are available upon request by calling Provider Services.

The Provider Manual will be updated on an on-going basis. The Provider Services Unit will formally communicate these updates to you.

Unique features of CMDP are confidentiality, court-ordered treatment, working with members' custodial agency's representatives such as: CPS Specialists, Division of Developmental Disability Non ALTCS, Juvenile Corrections, Administrative Office of the Court, Juvenile Probation and Casey Family Foundation. Members enrolled in other AHCCCS Health Plans, and third party liability are discussed in Chapter 2.

## CMDP PROVIDER MANUAL

### DEPARTMENT OF ECONOMIC SECURITY Comprehensive Medical and Dental Program

P.O. Box 29202

Phoenix, Arizona 85038-9202

(Site Code 942C)

(602) 351-2245; (800) 201-1795.

Option 1-English, Option 2-Spanish; Listen for instructions

#### Customer Service Phone List

##### Program Operations:

###### Member Services:

Option: 3-1

Member verification, ID cards,  
Pharmacy, Registered Provider information

###### Provider Services:

Option: 3-3

Provider Registration,  
Provider Referrals

##### Policy & Training:

Grievances, Policy, HIPAA Privacy Officer-  
Community Relations, Training-  
Corporate Compliance Officer-

x13628

x13627

x13555

##### Medical & Dental Services:

Option: 3-4

Prior Authorizations  
Utilization Review  
Medical Care Coordinator, Dental & Orthodontic  
Authorization & CRS services  
EPSDT, Maternal Health-  
Behavioral Health Coordinators-

Option: 3-2

##### Title XIX Eligibility Info:

(A-E)-

x13683

(F-L)-

x13686

(M-Q)-

x13684

(R-Z)-

x13685

##### FAX LINE NUMBERS:

Policy & Training-

602-235-9146

Member, Provider Services

602-264-3801

Medical Services, including Behavioral Health & Dental-

602-351-8529

CMDP Website: <http://www.azdes.gov/cmdpe/>

Cust.Scvs. 11/06

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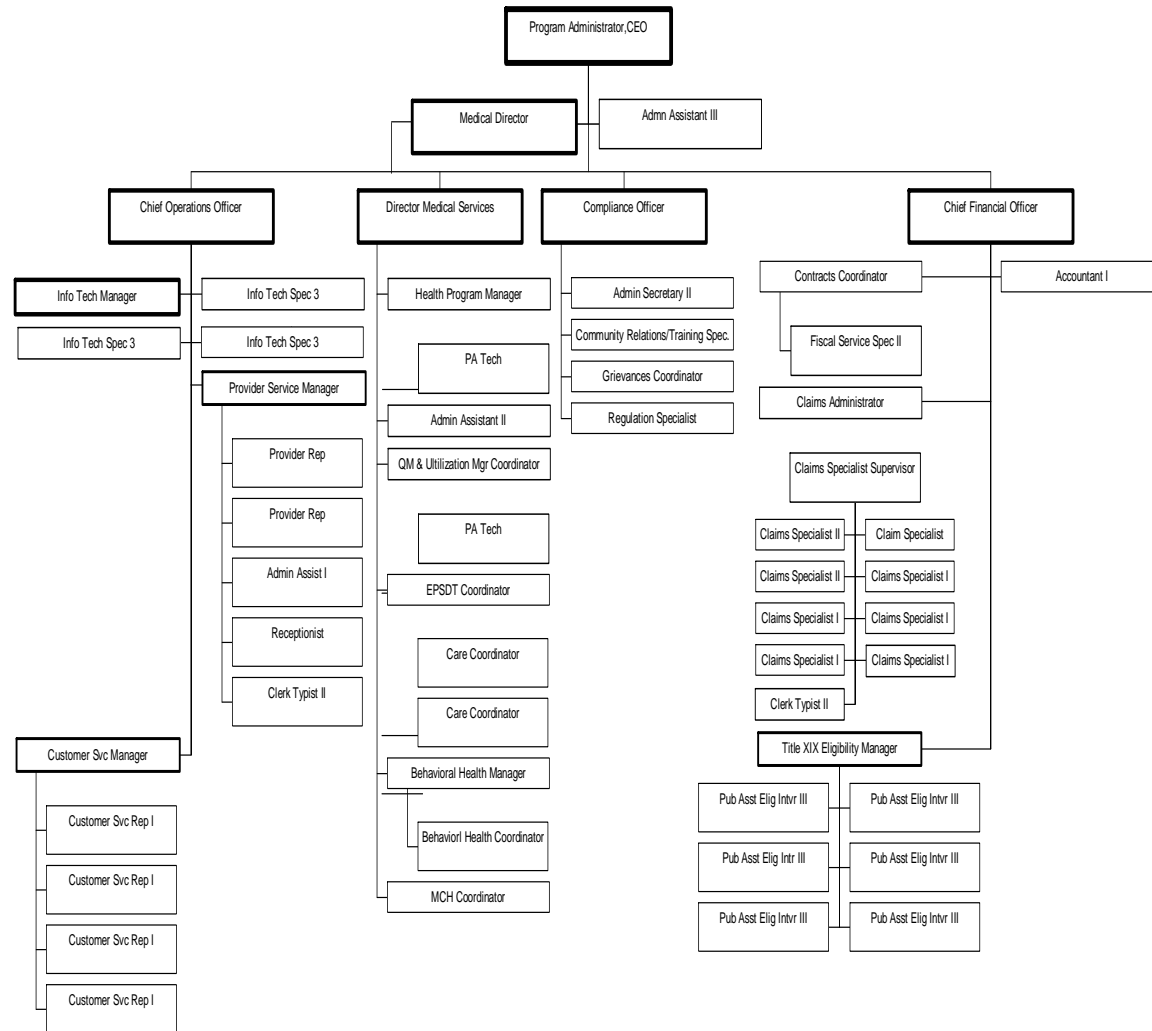
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# CMDP PROVIDER MANUAL

## CMDP Organization Chart

Comprehensive Medical & Dental Program  
February 2007 Org Chart  
Current



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## Chapter 2

### UNIQUE FEATURES OF CMDP

All CMDP members have an assigned custodial agency representative, parole or probation officer, or a representative from one of the following custodial agencies:

- DES/Child Protective Services (CPS)
- DES/Division of Developmental Disabilities (DDD)
- Arizona Department of Juvenile Corrections (ADJC)
- Administrative Office of the Courts (AOC)/County Juvenile Probation Offices (JPO)
- Casey Family Program

**The custodial agency representatives is the member's Case Manager.** These Representatives are not Medical Managers for the members. CMDP has Care Coordinators who can assist with coordinating care for members. Please refer to Chapter 5 for additional information.

#### Custodial Agency's Role

**The custodial agency is responsible to give consent or to assist with obtaining consent, for treatment of the member.** In some cases, court orders or State laws delegate the responsibility to consent for treatment to the foster caregivers. The Custodial Agency Representative can provide clarification on a case-by-case basis. The Custodial Agency Representative can also assist medical providers to access services the child needs. The Custodial Agency Representative may be able to provide you additional medical history information.

**CMDP Provider Services staff can assist you with contacting the child's Custodial Agency Representative.**

#### Court-Ordered Treatment

In certain circumstances, the court may dictate specific treatment for children under the court's jurisdiction. Prior Authorization may be required for some of these services and should be attained prior to rendering services. The child's Custodial Agency Representative will inform CMDP of court-ordered treatment, which may include specific timeframes for completion. Bills, on regular claim forms, should be sent to CMDP Claims, Attn: Claims Manager.

**CMDP Provider Services can assist you with claims questions.**

## CMDP PROVIDER MANUAL

### **Dual Enrollment with an AHCCCS Health Plan**

Children placed in foster care may be enrolled in another AHCCCS Health Plan (i.e., APIPA, Mercy Care) at the time services are rendered. While the child is transitioning from another AHCCCS Health Plan to CMDP, the providers must seek reimbursement for AHCCCS covered services from the AHCCCS Health Plan assigned to that child.

**Member Services staff can assist you to identify the health plan the child is enrolled in and whom to call regarding prior authorization and claims submission.**

### **Dual Eligible Members**

AHCCCS members who are eligible for Medicare and Medicaid (AHCCCS) services have dual eligibility. They may be classified as a Qualified Medicare Beneficiary (QMB) or as non-QMB eligible. If a member is Dual Eligible, Medicare is considered the primary payer and CMDP is the secondary payer. CMDP pays the members deductible, coinsurance, and co-payments for Dual Eligible members.

### **Coordination of Benefits (COB) / Third Party Liability (TPL)**

CMDP, as an AHCCCS contractor, is the payor of last resort. Providers are required to bill any known primary insurer prior to submitting a claim to CMDP. Upon receipt of reimbursement or denial from the third party, submit the claim and the explanation of benefits, (EOB) from the third party to CMDP. If a third party insurer (other than Medicare) requires the member to pay any co-payment, coinsurance or deductible. **CMDP is responsible for making these payments.**

**CMDP members and foster parents, representatives, legal guardians, and birth parents are not responsible for payment of any fees or co-pays.**

**In accordance with A.R.S § 36-2903.01(L) billing or attempting to collect payment through a collection agency is prohibited and any action is to be terminated immediately. Failure to do so is in violation of federal and state law and is just cause for assessing a civil penalty.**

Additionally, Arizona Administrative Code A.A.C. R6-5-6006.(2) states that the Department shall not pay for that portion of the cost of any covered service which exceeds the charges set by the fee schedule and that the medical/dental provider is prohibited from rendering a bill for additional amounts to the Department, its representatives, the member, foster parents, legal guardians and birth parents.

If you have any questions regarding third party coverage, please contact Provider Services at (602) 351-2245 or (800) 201-1795.

## CMDP PROVIDER MANUAL

### **Cost Sharing/Medicare Coverage**

CMDP is financially responsible for cost sharing for Medicare members per our contract with AHCCCS. We follow AHCCCS Medicare Cost Sharing policies. For Qualified Medicare Beneficiary (QMB) dual eligible, CMDP may be financially responsible for the cost sharing of service not covered by AHCCCS. For non-QMB Medicare members, CMDP is financially responsible for the cost sharing of AHCCCS covered services only.

CMDP payment will be the difference between the AHCCCS fee-for-service schedule and the amount paid by Medicare. CMDP shall have no cost-sharing responsibility if the Medicare payment exceeds the AHCCCS fee-for-service schedule for services rendered.

NOTE: Services covered by AHCCCS, that are not covered by Medicare, such as home health services, may be reimbursed by CMDP provided the services are medically necessary and all reimbursement requirements have been met.

## CMDP PROVIDER MANUAL

### Consent to Treat

#### **A Custodial Agency Representative must give consent for treatment of a CMDP member.**

The CMDP member's Custodial Agency Representative or legal representative must give consent, or obtain consent through the court, for any non-routine service including, but not limited to:

- HIV and/or STD testing;
- pregnancy termination;
- procedures requiring general anesthesia; and
- hospitalizations.

The child may give his/her own consent if thirteen (13) years of age or older for HIV testing. Testing for HIV status must be recommended by a physician and performed to identify the child's medical needs. Testing of infants and children shall take place only when one of the following conditions exists:

- upon recommendation of a physician, when the child displays symptoms or the child or parent presents high risk factors;
- a child is born to a mother who is known to be HIV positive during pregnancy; or
- a child has been involved in sexual activity where an exchange of bodily fluids has likely occurred.

If available, DES shall seek the parent's consent for testing if the child is twelve (12) or under.

Pregnancy terminations must be medically necessary. AHCCCS Medical Policy defines "medically necessary," if one of the following conditions is present:

- The pregnant member suffers from a physical disorder, physical injury, or physical illness, including a life-endangering physical condition caused by or arising from the pregnancy itself, which would, as certified by a physician, place the member in danger of death unless the pregnancy is terminated.
- The pregnancy is a result of rape or incest.
- The pregnancy termination is medically necessary according to the medical judgment of a licensed physician who attests that continuation of the pregnancy could reasonably be expected to pose a serious physical or mental health problem for the pregnant member by:
  - creating a serious physical or mental health problem for the pregnant member;
  - seriously impairing a bodily function of the pregnant member;
  - causing dysfunction of a bodily organ or part of the pregnant member;
  - exacerbating a health problem of the pregnant member; or
  - preventing the pregnant member from obtaining treatment for a health problem.

The child's Custodial Agency Representative along with CMDP will assist in obtaining the necessary documentation.

**Provider Services staff are always available to assist you in delivering covered services to CMDP members. Effective communication between medical providers and CMDP is essential to the delivery of appropriate medical services to our children. If you have any questions, please call Provider or Medical Services at (602) 351-2245 or (800) 201-1795.**

## **Chapter 3**

# **PROVIDER EXPECTATIONS**

### **CMDP Preferred Provider Network**

CMDP has the responsibility of creating and maintaining a physician network, which meets the needs of its members. Primary Care Providers (PCP) are the primary participants in the CMDP Preferred Provider Network (PPN). The PPN also includes Dentists, Obstetricians, other specialists, Behavioral Health Professionals, and Pharmacies.

CMDP follows a clearly prescribed application process so that all participating providers in the PPN are subject to the same standards and requirements and have access to the same information, and to ensure that all regulatory requirements are met.

### **Role Of Provider Service Representatives**

Provider Service Representatives have three major functions in CMDP. They participate in network development and monitoring activities. They also have roles as both provider educator and advocate and they often serve as the “intermediary” between the provider and other departments within CMDP.

The Provider Service Representatives routinely review information about CMDP’s provider network. They work with many other health plan personnel to identify potential areas for network expansion or modification. The Provider Representatives help monitor the services that our network is providing and assist providers in the registration process for CMDP.

Provider Service Representatives are available to provide initial and follow-up training for office staff. They will visit your office regularly to review changes and updates to CMDP policies and procedures, and review specific provider profile information. Representatives also participate in routine site audits and surveys of the provider network to assess compliance with CMDP policies and standards. Please consult with your Provider Service Representative as questions arise. Provider Service Representatives can answer many of your questions directly, research your problem or issue, or help direct you to the proper information resources.

Supplies such as EPSDT forms, dental and vision referral forms, etc. are obtained by contacting your Provider Representative at (602) 351-2245 or (800) 201-1795.

## CMDP PROVIDER MANUAL

### Primary Care Physicians (PCP)

#### PCP Responsibilities

Primary Care Providers (including, but not limited to, Family Practitioners, General Practitioners, Pediatricians, Internists, Nurse Practitioners or Physician Assistants,) shall conduct their office operation to comply with the following AHCCCS standards:

- PCP shall provide or arrange for covered services to members as defined herein, including emergency medical services, on a twenty-four-hour (24) per day basis, seven (7) days per week.
- PCP shall verify the enrollment and assignment, prior to providing services, via:
  - CMDP Website [www.azdes.gov/dcyf/cmdpe](http://www.azdes.gov/dcyf/cmdpe)
  - AHCCCS website [www.azahcccs.gov](http://www.azahcccs.gov)
  - Medifax
  - CMDP Member Services at (602) 351-2245 / (800) 201-1795 Monday - Friday 8:00 a.m. to 5:00 p.m.

#### **Failure to verify member enrollment and assignment may result in claim denial.**

- Participating PCP means a physician(s), including locum tenens, licensed to practice in the fields of general medicine, internal medicine, family practice, pediatrics, or obstetrics/gynecology who assumes primary responsibility for supervising, coordinating and providing initial and primary care to members, initiating referrals for specialty care, following specialty care, and maintaining continuity of care.
- Primary Care Provider (PCP): The PCP is also responsible for maintaining the member's primary medical record, which contains documentation of all health risk assessments and health care services.
- Primary Care Covered Services refers to basic or general health care traditionally provided by family practice, pediatrics, and internal medicines.
- Primary Care Practitioner means a nurse practitioner or physician's assistant including locum tenens, certified under Arizona law who, as allowed by law, assumes responsibility for supervising, coordinating and providing initial, and primary care to assigned members, initiating referrals for specialty care, follow up of specialty care, and maintaining continuity of care.
- Office wait time shall not be longer than forty-five (45) minutes from the appointment time, except when the provider is unavailable due to an emergency.

## CMDP PROVIDER MANUAL

- Phone availability shall be within five (5) rings to answer and less than five (5) minutes on hold after answer.
- After hours care directions may be accessed by:
  - Physician-contracted answering service.
  - Answering recording with a pager number for the physician.
  - Answering machine that pages the physician.
  - **Immediate direction of members to the hospital emergency department should be avoided.**
- Office visits during regular office hours;
- Office visits, home visits or other appropriate visits during non-office hours as determined Medically Necessary.
- PCP shall assure primary care is available to members twenty-four (24) hours a day, seven days a week. It is the PCP's responsibility to notify CMDP of all providers sharing twenty-four-hour (24) coverage. Each Provider must be an active AHCCCS registered provider. Availability of primary care may be through coverage arrangements with other physicians. The PCP must maintain a method to advise members how to access care twenty-four (24) hours a day.
- PCP shall develop a treatment plan for members having a complex or serious medical condition. The treatment plan should involve appropriate medical personnel and be communicated to the CMDP Care Coordination Committee staff to allow their assistance in coordinating covered benefits.
- PCP shall maintain continuity of care and reduce duplication of diagnostic procedures, immunizations, medication trials, and specialist consultations by maintaining a complete medical record and forwarding medical records to specialists upon referral.
- PCP shall maintain an office that is clean, safe, accessible, and ensures member privacy and confidentiality.
- PCP shall maintain staff membership and admission privileges in good standing at a given hospital.
- PCP shall maintain a current DEA number and CMDP encourages the PCP to record the DEA number on all prescriptions.
- PCP shall prescribe and authorize the substitution of generic pharmaceuticals and agree to abide with the CMDP's policies.

## CMDP PROVIDER MANUAL

- PCP shall have training and experience in his/her respective field(s) of practice, shall be Board Certified/Board Eligible, have completed an approved training program, or be generally recognized by the physician community as being skilled in his/her respective practice.
- PCP shall provide immunizations and tuberculosis screening (but not immunizations solely for travel) and other measures for the prevention and detection of disease, including instruction in personal healthcare measures, and information on proper and timely use of appropriate medical resources. **All immunizations must be documented in the medical chart and providers are mandated under Arizona Revised Statute (A.R.S. § 36-135) to report all immunizations administered to children from birth through eighteen (18) years of age to the Arizona State Immunizations Information System (ASIIS).** ASIIS also allows providers to access data stored in the registry, thus allowing providers to query the registry for current and historical patient immunization records. If you have any questions, please contact the ASIIS technical support line at (602) 364-3899 or toll free at (877) 491-5741.
- PCP shall provide Early and Periodic Screening Diagnosis and Treatment (EPSDT) services to members according to the federally mandated EPSDT Periodicity Schedule. Providers must use the AHCCCS EPSDT Tracking Forms to document delivery of EPSDT services (including dental referrals and behavioral health screenings) and send a copy to CMDP attached to the EPSDT claim. EPSDT providers must document immunizations into ASIIS and enroll every year in the Vaccine For Children Program (VFC).
- PCP shall refer members to specialty providers or hospitals, as appropriate. If necessary, referring members to non PPN specialty providers when one is not available in the network;
- PCP shall assist in prior authorization (PA) procedures for members;
- PCP shall conduct follow-up (and obtaining records of services provided) for referral services that are rendered to their assigned members by other providers, specialty providers and/or hospitals;
- PCP shall supervise, coordination and provision of care to each assigned member;
- PCP shall maintain continuity of care for each assigned member;
- PCP shall maintain the member's medical record, including documentation of all services provided to the member by the PCP, as well as any specialty or referral service, including Behavioral Health Services. In addition dental history if available, current dental needs and/or services.



## CMDP PROVIDER MANUAL

- PCP shall NOT collect co-payments or payments of any kind from CMDP members, the child's custodial agency representative, any fiscal intermediary, the foster child, his/her guardian, his/her estate, the foster child's foster parents, his/her biological parent/relative or any party as a result of services rendered. **Foster parents are not to be referred to collection agencies at any time. (A.A.C. R6-5-6006) and (A.R.S. 36-2903.01)**
- PCP shall submit claims as soon as possible to CMDP after service has been provided. See Chapter 9.
- PCP are encouraged to participate in quality management and utilization review meetings and activities, as scheduled by CMDP, when requested.
- Provider acting on behalf of the member, with the custodial agency representative's written consent, may file an appeal or request a State Fair Hearing.

## CMDP PROVIDER MANUAL

### Appointment Standards

#### PCP Visits

CMDP members are to be seen within twenty-one (21) days for a routine appointment. Additionally, members shall not be required to wait longer than forty-five (45) minutes after appointment time to be seen in the provider's office, except in emergency cases or unforeseen circumstances. For purposes of this section "urgent" is defined as an acute but not necessarily severe disorder, which, if not attended to, could endanger the patient's health.

CMDP members are required to be seen in the following timeframes:

- **Routine** care PCP appointments – within twenty-one (21) days of request.
- **Urgent Care** PCP appointments - within two (2) days of request.
- **Emergency** PCP appointments - same day of request.

**DES required each member receives an initial medical examination within thirty (30) days after the initial foster care placement.**

#### Referral Procedures

A PCP may refer a member to a participating specialist by contacting CMDP Provider Services. CMDP will identify specialist(s) within a given area and provide the information to the PCP. The PCP may refer the CMDP member by completing a physician prescription form that includes the following information:

- Provider's Name, address, phone number and specialty.
- Date of Appointment.
- Reason for the Referral.

When needed, CMDP will provide assistance to members in selecting a specialist by calling a CMDP Provider Services Representative at (602) 351-2245 or (800) 201-1795.

#### Specialty Appointment Standards

- Emergency appointments will be available within twenty-four (24) hours of referral.
- Urgent care appointments will be available within three (3) days of referral.
- Routine appointments will be available within forty-five (45) days of referral.

If a child needs to see a specialist, the child's PCP can refer to a specialist. CMDP encourages PCP's refer to specialist within its PPN. Specialty Physicians shall not begin a course of treatment for a medical condition other than that for which a member was referred, unless approved by the member's PCP. The first visit to the specialist for the consultation does not require prior authorization. However, before treatment begins prior authorization may be required. Providers can obtain a PPN list from their CMDP Provider Representative or on the CMDP website: [www.azdes.gov/dcyf/cmdpe](http://www.azdes.gov/dcyf/cmdpe). See Chapter 5 for information on Prior Authorization requirements.

## CMDP PROVIDER MANUAL

### Dental Appointment Standards

- Emergency appointments will be available within twenty-four (24) hours of request.
- Urgent care appointments will be available within three (3) days of request.
- Routine appointments will be available within forty-five (45) days of request.  
(See section on dental coverage.)

### Prenatal Care Appointment Standards

- First trimester appointments will be available within fourteen (14) days of request.
- Second trimester appointments will be available within seven (7 ) days of request.
- Third trimester appointments will be available within three (3) days of request.
- Appointments for high-risk pregnancies will be available within three (3) days of identification of high risk to the maternity care provider, or immediately if an emergency exist.

### Transportation Standards

If a member needs non-emergent medically necessary transportation, CMDP shall require its transportation provider to schedule the transportation so that the member arrives on time for the appointment, but no sooner than one hour before the appointment; does not have to wait more than one hour after making the call to be picked up; nor have to wait for more that one hour after conclusion of the appointment for transportation home.

CMDP actively monitors the adequacy of its appointment process to reduce the unnecessary use of alternative methods such as emergency room visits. CMDP also actively monitors and ensures that a member's waiting time for a scheduled appointment at the PCP's or specialist's office is not more than 45 minutes, except when the provider is unavailable due to an emergency.

**PLEASE NOTE: CMDP Members are 18 years old and younger therefore, pregnant CMDP members are considered high risk. Consequently, the high-risk appointment standard of three (3) days, from diagnosis of the pregnancy, must be maintained.**

Network physicians and practitioners will adhere to the American College of Obstetrician and Gynecologists (ACOG) standards of care including the use of a standardized medical risk assessment tool and ongoing risk assessment.

In the case of pregnancy, the member's provider should confirm the pregnancy and request a referral to an obstetrics (OB) doctor. The OB requests a prior authorization from CMDP for PA to start a schedule of regular checkups to make sure the pregnancy is going well. If there are any special health care needs, the OB doctor calls CMDP prior authorization to refer to a specialist.

## CMDP PROVIDER MANUAL

Pregnancy terminations must be medically necessary. AHCCCS Medical Policy defines necessary, if one of the following conditions is present:

- The pregnant member suffers from a physical disorder, physical injury, or physical illness, including a life-endangering physical condition caused by or arising from the pregnancy itself, which would, as certified by a physician, place the member in danger of death unless the pregnancy is terminated.
- If the pregnancy is the result of rape or incest, documentation that the incident was reported to the proper authorities is required. This consists of the name of the agency to which it was reported, the report number if available and the date the report was filed.
- The pregnancy termination is medically necessary according to the medical judgment of a license physician who attests that continuation of the pregnancy could reasonably be expected to pose a serious physical or mental health problem for the pregnant member by:
  - Creating a serious physical or mental health problem for the pregnant member
  - Seriously impairing a bodily function of the pregnant member
  - Causing dysfunction of a bodily organ or part of the pregnant member.
  - Exacerbating a health problem of the pregnant member: or
  - Preventing the pregnant member from obtaining treatment for a health problem.

The child's Custodial Agency Representative along with CMDP will assist in obtaining the necessary documentation.

The attending physician must acknowledge that a pregnancy termination has been determined medically necessary by submitting the Certificate of Necessity for Pregnancy Termination. The Certificate must certify that in the physician's professional judgment, one or more of the above criteria has been met.

**Unless a life-threatening emergency exists, a provider must obtain CMDP's approval and the child's legal representative must obtain a court order before doing the procedure. [Please see Chapter 2: Unique Features of CMDP (Court Ordered Treatment)].**

### Missed or Canceled Appointments

One of CMDP's priorities is to assist members to keep appointments with their PCP, specialty, and ancillary providers. You are encouraged to notify Member Services at (602) 351-2245 or (800) 201-1795 if a member continually misses or cancels appointments without rescheduling them.

If a pregnant member misses two consecutive prenatal care appointments the Primary Care Obstetrician (PCO) should notify the Maternal Child Health Coordinator at (602) 351-2245 or (800) 201-1795.

## CMDP PROVIDER MANUAL

### Children's Rehabilitative Services

- The PCP shall initiate and follow-up appropriate referrals to Children's Rehabilitation Services (CRS) for (evaluation, follow-up, and treatment services) all members under the age of twenty-one (21) years of age who have been diagnosed with medically eligible CRS diagnoses.

### Behavioral Health Services

- Procedure for PCP referral to Behavioral Health services through the RBHA system:
  - The CMDP Behavioral Health Coordinator (BHC) may assist the Primary Care Provider (PCP) with coordinating the transition of behavioral health care. This occurs when a PCP has initiated medication management services to treat behavioral health disorders, and it is subsequently determined by the PCP that the member should be transferred to the Regional Behavioral Health Authority (RBHA) for evaluation and /or continued management services for complex behavioral disorders.
  - If the member is not already RBHA enrolled, the PCP may arrange for a referral directly to the RBHA. The CMDP BHC or the member's custodial agency representative may assist in completing the (ADHS) referral form to the RBHA. This form specifies if ongoing RBHA services are indicated.
- Coordination of Behavioral Health Services between the PCP and RBHA:
  - CMDP requires the PCP to respond to the RBHA provider's request for medical records pertaining to Title XIX and KidsCare enrolled members within 10 business days of receiving the request.
  - CMDP requires that the PCP establishes a medical record when behavioral health information is received from a RBHA, **even if the PCP has not yet seen the member.**
  - The behavioral health information received from the RBHA is to be placed in the member's medical chart or may be kept in a labeled file that is associated with the member's medical record as soon as one is established. CMDP requires the PCP to document or initial the medical record signifying review of member's behavioral health information that has been received from the RBHA. For additional information, please contact the CMDP Behavioral Health Coordinator.

## CMDP PROVIDER MANUAL

### Human Immunodeficiency Virus (HIV)

- Children who are HIV positive or who have been diagnosed with AIDS:
- The PCP shall not deny services to any child on the basis of HIV status.
- CMDP's members will be treated by a qualified HIV/AIDS professional who is recognized in the community as having a special interest, knowledge and experience in the treatment of HIV/AIDS and agrees to the CDC treatment guidelines for HIV/AIDS. These providers agree to provide primary care services and/or specialty care to CMDP members with HIV/AIDS and have current board certification or recertification in Infectious Diseases or have completed at least ten hours of HIV/AIDS-related Continuing Medical Education (CME), which meets the CME requirements under Arizona Administrative Code (A.A.C.) R4-16-101. CDC Guidelines for the treatment of HIV/AIDS can be found at [www.cdc.gov/hiv/treatment](http://www.cdc.gov/hiv/treatment).
- A physician or practitioner not meeting the criteria to be a qualified HIV/AIDS treatment professional, who wishes to provide primary care services to a member with HIV/AIDS must send documentation to CMDP Medical Services Unit demonstrating that s/he has an established consultative relationship with a physician who meets the criteria for a qualified HIV/AIDS treatment professional. This documentation is maintained in CMDP's credentialing file. These practitioners may treat members with HIV/AIDS in the following circumstances:
  - In geographic areas where the incidence of members with HIV/AIDS is low, and/or where there are no available AHCCCS/CMDP registered HIV/AIDS treatment professionals meeting this criteria or
  - When a member with HIV/AIDS chooses a provider who does not meet the criteria.
- Testing for HIV status must be recommended by a physician and performed to identify the children's medical needs. Testing of infants and children shall take place only when one of the following conditions exist:
  - Upon recommendation of a physician, when the child displays symptoms or the child or parent presents high risk factors;
  - A child is born to a mother who is known to be HIV positive during pregnancy; or
  - A child has been involved in sexual activity where an exchange of bodily fluids has likely occurred.
- If available, the Division of Children Youth and Families (DCYF) shall seek the parent's consent for testing if the child is twelve (12) years of age or younger. The child may give their own consent if thirteen (13) years of age or older.

### **EPSDT**

The AHCCCS EPSDT Periodicity Schedule (located at the end of Chapter 5) describes at what age children should be seen for preventive care and which medical screens are required at each age. PCPs are requested to perform the services within the time frames outlined on the Periodicity Schedule. This includes performing the newborn visit within fourteen (14) days of the baby's birth. CMDP encourages all providers to schedule the next periodic screen at the current office visit, particularly for children twenty-four (24) months of age and younger. **Providers are to utilize the standardized AHCCCS EPSDT Tracking Forms.**

### **EPSDT Providers must document immunizations into ASIIS and enroll every year in the Vaccine for Children Program (VFC).**

#### Description:

EPSDT services provide comprehensive health care, as defined in A.A.C. R9-22-213 through primary prevention, early intervention, diagnosis and medically necessary treatment of physical and behavioral health problems for eligible AHCCCS members less than twenty-one (21) years of age. EPSDT also provides for all medically necessary services to treat or ameliorate physical and behavioral health disorders, a defect, or a condition identified in an EPSDT screening, regardless of whether the treatment or service is covered for other Medicaid eligible AHCCCS members twenty-one (21) years of age and older. Limitations and exclusions, other than the requirement for medical necessity, do not apply to EPSDT services.

#### EPSDT Definitions

*Early* – means in the case of an eligible child already with an AHCCCS Health Plan or Program Contractor, as early as possible in the child's life, or in other cases, as soon after the member's eligibility for AHCCCS services has been established.

*Periodic* – means at appropriate intervals established by AHCCCS for screening to assure that a condition, illness or injury is not incipient or present.

*Screening* – means regularly scheduled examinations and evaluation of the general physical and behavioral health, growth, development, and nutritional status of infants, children and youth, and the identification of those in need of more definitive study. For the purpose of the AHCCCS EPSDT program, screening and diagnosis are not synonymous.

*Diagnosis* – means the determination of the nature or cause of a condition, illness or injury through the combined use of health history, physical, developmental, and psychological examination, laboratory tests and x-rays, when appropriate.

*Treatment* – means any type of health care or services recognized under the State Plan submitted pursuant to Title XIX of the Social Security Act, to prevent or ameliorate a condition, illness, or injury or prevent or correct abnormalities detected by screening or diagnostic procedures.

## CMDP PROVIDER MANUAL

### EPSDT Service Standards

EPSDT services must be provided according to community standards of practice and the EPSDT periodicity schedule. AHCCCS EPSDT tracking forms must be used to document services provided and comply with AHCCCS standards. An EPSDT exam includes:

- screenings including a comprehensive history unclothed physical exam, hearing and laboratory testing;
- developmental/behavioral health assessment shall be performed at all EPSDT visits. This is accomplished through skilled observation at all EPSDT visits. Components of the assessments include:
  - a relevant development/behavioral history;
  - observation of the member;
  - objective testing as required;
  - attention to parental concern;
- immunizations;
- eye examinations and prescriptive lenses;
- Blood Lead Screening; and
- nutritional assessment shall be accomplished through:
  - a complete examination including oral/dental examination;
  - a complete physical examination of height and weight and body mass index (BMI);
  - questions to identify unusual eating habits
  - appropriate laboratory test(s).

### Conscious Sedation

CMDP covers conscious sedation for members receiving EPSDT services, when prior authorized. Conscious sedation provides a state of consciousness that allows the member to tolerate an unpleasant procedure while remaining able to continuously maintain adequate cardiovascular and respiratory function as well as the ability to respond purposely to verbal command and/or tactile stimulation.

### Developmental Screening Using the PEDS Tool

Use of the PEDS Tool will be limited to infants born after January 1, 2006 who have had stays in the Newborn Intensive Care Unit (NICU). **For CMDP members only the tool may be used to screen infants and children up to the age of 8**, who are at risk or identified as having developmental delays. These children may be screened at each EPSDT visit. Providers who bill for this service must complete a training on the use of the tool and must submit the PEDS Tool Score Form and PEDS Tool Interpretation Form with the EPSDT form for reimbursement of services.



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### PEDS Tool Training

You and your staff can utilize an on-line PEDS Tool training session on the [www.azaap.org](http://www.azaap.org) website under the PEDS heading. This will trigger AzAAP to alert CMDP that you have completed the training. After completion, you may start to bill CMDP for use of the tool.

### **CMDP requirements for reimbursement of the developmental screen are as follows:**

- Completion of the PEDS training program;
- Copy of your certificate must be on file with CMDP (this should be submitted to Provider Services);
- At-risk infants discharged from the NICU are eligible for the PEDS developmental screening program and for CMDP members only the tool may be used to screen children up to the age of 8 who are at risk or identified with developmental delays.
- Copies of the PEDS tool will need to be submitted in the same manner that the EPSDT forms are submitted with the CMS 1500 form.

### **Please bill-using code: 96110 with an EP modifier. Reimbursement is \$29.60.**

For questions, please contact Provider Services at (602) 351-2245 or (800) 201-1795.

### Dental Services

In addition to PCP referrals, EPSDT members are allowed self-referral to a dentist who is included in the health plan provider network. Covered dental services include:

- General anesthesia or conscious sedation when local anesthesia is contraindicated or when management of the patient requires it.
- Preventive dental services provided as specified in the EPSDT periodicity schedule:
  - instruction in self-care oral hygiene procedures;
  - complete intraoral examinations;
  - radiology procedures which are screening in nature for diagnosis of dental abnormalities, including panagraph or full-mouth x-rays; supplemental bitewing x-rays; and occlusal or periapical films, as needed;
  - oral prophylaxis performed by a dentist or dental hygienist;
  - application of topical fluorides (Use of a prophylaxis paste containing fluoride is not considered a separate fluoride treatment);
  - dental sealants on all non-carious permanent first and second molars and second primary molars.
- All therapeutic dental services will be covered when they are considered medically necessary but may be subject to prior authorization by CMDP. These services include but are not limited to:

## CMDP PROVIDER MANUAL

- periodontal procedures, scaling/root planning, curettage, gingivectomy, osseous surgery;
- space maintainer when posterior primary teeth are lost prematurely;
- Crowns:
  - Stainless steel crowns may be used for both primary and permanent posterior teeth; composite, plastic or acrylic crowns must be used for anterior primary teeth;
  - Cast non-precious or semi-precious crowns for members eighteen (18) through twenty (20) years of age may be used on all functional permanent endodontically treated teeth, except third molars;
- pulp therapy for permanent and primary teeth, except third molars unless it is functioning in place of a missing molar;
- restoration of carious permanent and primary teeth with accepted dental materials other than cast or porcelain restorations unless the member is eighteen (18) through twenty (20) years of age and has had endodontic treatment;
- dentures, orthodontics and orthognathic surgery when medically necessary and determined to be the primary treatment of choice or an essential part of an overall treatment plan designed by the PCP in consultation with the dentist.

## CMDP PROVIDER MANUAL

### PCP Care Coordination Responsibilities

- Each CMDP member must receive health screening/examination services by their PCP. CMDP PCPs are encouraged to ensure the provision of an initial health screening/examination to members upon assignment to a PCP in order to determine health status and to obtain baseline information.
- CMDP PCPs are responsible for rendering, or ensuring the provision of appropriate preventive and primary care services to the member. These services will include, at a minimum:
  - treatment of routine illness
  - maternity services, if applicable;
  - immunizations;
  - EPSDT screening for eligible members under age twenty-one (21) years;
  - medically necessary treatment for conditions identified in an EPSDT.
- PCPs are accountable for maintaining a medical record which incorporates documentation of all health care services provided to assigned members including PCP services, specialty medical and/or behavioral health services, all medications prescribed by the PCP and/or other providers, authorized DME, dental services, emergency care, and hospitalizations.
- PCPs are also responsible for coordinating the medical care of the CMDP members assigned to them, including at a minimum:
  - oversight of drug regimens to prevent negative interactive effects;
  - follow-up for all emergency services;
  - coordination of inpatient care; and
  - coordination of services provided on a referral basis;
  - coordination of services with Children's Rehabilitation Services (CRS);
  - coordination of services with Regional Behavioral Health Authority (RBHA).
- If your claim for an EPSDT exam is denied for lack of documentation, please resubmit the CMS-1500 with the EPSDT form attached for the date of service.
  - Please include the child's name, DOS and the child's CMDP I.D. number on the EPSDT form.
  - The Provider actually performing the service must be on the claim form and this must match the provider signing the EPSDT form, or your claim will be denied.
  - Providers shall document all age-specific required information related to EPSDT screenings and visits and must use AHCCCS EPSDT Tracking Forms. EPSDT forms for the various age groups are found on the AHCCCS website, [www.azahcccs.gov](http://www.azahcccs.gov), or may also be obtained through CMDP.

### **American with Disabilities Act (ADA)**

Requirements applies when providing services to members with disabilities who may request special accommodations such as interpreters, alternative formats or assistance with physical accessibility. Under Title III of the ADA, requirements for public accommodations, such as a physician's office, mandate that they must be accessible to those with disabilities. Under the provisions of the ADA, no qualified individual with a disability may be excluded from participation in or be denied the benefits of services, programs or activities of a public entity, or be subjected to discrimination by any such entity. Physician should ensure that their offices are as accessible as possible to persons with disabilities, and should make efforts to provide appropriate accommodations such as large print materials or easily accessible doorways. To assist in meeting these requirements, CMDP offers sign language and over the phone interpreter services at no cost to the provider or member.

### **Civil Rights Act 1964**

The provider shall not discriminate against any person on the grounds of race, color, religion, sex, national origin, age, and disability, or exclude from participation in, be denied of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

### **Vaccines For Children (VFC) Program**

The provider shall participate in the Vaccines For Children Program. Each year a Provider Profile and Varicella Verification Statement are required for compliance by The Centers for Disease Control and Preventative (CDC) Vaccines For Children (VFC) Program. Forms must be completed and returned to the Arizona Immunization Program annually. If you have any questions, please call the VFC Program at (602) 364-3642. Providers must participate with the Vaccines for Children (VFC) Program to obtain vaccines. Failure to maintain current standing as a VFC provider may be grounds for termination. Current pediatric immunization standards are found in Chapter 5 Appendix.

- VFC Forms to be completed are:
- Provider Profile
- Annual Private/Other Provider Enrollment Form
- Type of Practice Form
- Varicella Verification Statement

## CMDP PROVIDER MANUAL

### **False Claims Act (FCA)**

Arizona Health Care Cost Containment System (AHCCCS), Office of Program Integrity,  
Deficit Reduction Act (DRA) Public Law 109-171 Eliminating Fraud, Waste and Abuse  
in Medicaid

#### Establishing Written Policies

Any entity that receives or makes annual Medicaid payments, under the state plan, of at least \$5 Million shall establish the following:

- Written Policies
- All employees and management to include contractor's and agent's must receive written information regarding the False Claims Act.
- False Claims Act (FCA)

[United States Code Title 31 § 3729-3733](#)

The False Claims Act, also known as the "Lincoln Law," dates back to the Civil War. The original law included "qui tam" provisions that allowed private persons to sue those who defrauded the Government and receive a percentage of any recovery from the defendant.

#### Activities Covered by the FCA

- Knowingly presenting (or causing to be presented) to the Federal Government a false or fraudulent claim for payment;
- Knowingly using (or causing to be used) a false record or statement to get a claim paid by the Federal Government;
- Conspiring with others to get a false or fraudulent claim paid by the Federal Government; and
- Knowingly using (or causing to be used) a false record or statement to conceal, avoid, or decrease an obligation to pay money or transmit property to the Federal Government.

*In general, the False Claims Act covers fraud involving any federally funded contract or program, with the exception of tax fraud.*

#### Liability for violating the FCA

Three times the dollar amount that the Government is defrauded (i.e., treble damages) and civil penalties of \$5,500 to \$11,000 for each false claim.

- How and When Can I Receive an Award for Blowing the Whistle Under the FCA?  
You must file a qui tam lawsuit. Merely informing the Government about the False Claims Act violation is not enough. The whistleblower that files a False Claims Act suit receives an award only if, and after, the Government recovers money from the defendant as a result of the lawsuit.

## CMDP PROVIDER MANUAL

- **How Much Money Can I Receive for Filing a Qui Tam Lawsuit?**  
Generally, the court may award between 15 and 30 percent of the total recovery from the defendant, whether through a favorable judgment or settlement.  
The amount of the award depends, in part, upon:
  - if the government participates in the suit and
  - the extent to which the person substantially contributed to the prosecution of the action
- **Is A Whistle Blower Protected Under the FCA?**  
Under Section 3730(h) of the False Claims Act, any employee who is discharged, demoted, harassed, or otherwise discriminated against because of lawful acts by the employee in furtherance of an action under the Act is entitled to any relief necessary to make the employee whole.

### Arizona Revised Statutes (ARS)

ARS 13-1802: Theft

ARS 13-2002: Forgery

ARS 13-2310: Fraudulent schemes and artifices

ARS 13-2311: Fraudulent schemes and practices; willful concealment

ARS 36-2918: Duty to report fraud

Each organization should provide detailed written information and training to all employees, contractors and agents regarding:

- Policies and procedures for detecting fraud, waste and abuse
- Specific discussions regarding the False Claims Act
- The rights of employees to be protected as whistle-blowers
- The detection of fraud, waste and abuse

### Web Sites:

Arizona Revised Statutes

[www.azleg.state.az.us/ArizonaRevisedStatutes.asp](http://www.azleg.state.az.us/ArizonaRevisedStatutes.asp)

Deficit Reduction Act – Public Law 109-171

[www.gpoaccess.gov/plaws/index.html](http://www.gpoaccess.gov/plaws/index.html)

(insert public law 109-171 in the quick search box)

### Cultural Competent Health Care

- Culture includes the thoughts, communications, actions, customs, beliefs, values and institutions of racial, ethnic, religious or social groups. Culture defines how health care information is received, how rights and protections are exercised, what is considered to be a health problem, how symptoms and concerns about the problem are expressed, who should provide treatment for the problem, and what type of treatment should be given.
- Competence is having the capacity to function effectively as an individual, and as an organization within the context of cultural beliefs, behaviors and needs presented by members and their communities.
- Cultural Competence, as stated by the Arizona Health Care Cost Containment System (AHCCCS): “an awareness and appreciation of the customs, values and beliefs (culture) and the ability to incorporate them into the assessment, treatment and interaction with any individual within the context of their current circumstances”.
- CMDP is aware that health care providers and their staff face challenges to deliver services to Arizona’s children in foster care. We also recognize that these children come from a culturally diverse population. Their culture may differ from the dominant culture in regards to language, background, values, beliefs, lifestyles and attitudes.
- These differences can affect the way they handle illness and communicate to health care providers how they feel, what they need and what help they will accept.
- It is up to the health care community (health plans and health care providers) to have a culturally competent approach to providing care.
- By understanding, valuing, and incorporating the cultural differences of Arizona’s diverse population and examining one’s own health-related values and beliefs, health care organizations, practitioners, and others can support a health care system that responds appropriately to, and directly serves the unique needs of populations whose cultures may be different from the prevailing culture.
- A health care provider who is culturally competent is aware of these cultural differences and also aware of the individual child and his or her personal needs.
- Members and foster caregivers with limited English proficiency may need more time and our patience to express their thoughts and concerns in English. For their benefit, it is best to speak slowly and use simple vocabulary words.

## CMDP PROVIDER MANUAL

- We strongly encourage you to use a professional translator, one that can comprehend and speak a language well enough to manage medical terminology, rather than use family members or friends in medically sensitive cases. If a professional translator is not available, over the phone translation services are appropriate.
- It is important for your office to have easily understood patient care handouts available in the languages of the commonly encountered groups represented in the service area.
- It is important to identify the views and beliefs regarding health and illness of these children, if they are of an age to communicate such, or from their family or the foster caregivers. Health care providers can use a **cultural assessment** to gather this information. The assessment can be in the form of a checklist, a questionnaire or both.
- The following are types of questions that can be used to gather culturally specific information:
  - General Data:
    - Where were you born?
    - If born outside of the USA, how long have you resided in this country?
    - What language do you speak?
    - Can you read and write in that language?
    - What is the first thing you do when you feel ill?
    - Do you ever see a native healer or another type of practitioner when you do not feel well?
    - If so, what does that person do for you?
    - Do you ever take any herbs or medicines that are commonly used in your native country? If so, what are they and what do you take them for?
    - What foods do you generally eat? How many times do you eat a day?
  - Health Beliefs:
    - What do you call your problem or illness?
    - Why do you think it started when it did?
    - What does your sickness do to you? How does it work?
    - How severe is it? Will it have a short or long course?
    - What do you fear most about your disorder?
    - What are the main problems that your sickness has caused for you?
    - What type of treatment do you think you should receive? What are the most important results you hope to get from the treatment?



## CMDP PROVIDER MANUAL

Cultural Issues regarding the child:

- Do individuals in this culture feel comfortable answering questions?
- Does the child feel uncomfortable due to the gender of the provider?
- Does the child prefer to feel the symptoms, or mask them?
- Does the child prefer one solution or choices of treatment?
- Does the child want to hear about the risks?
- Are there some health care concerns that have not been addressed by this office?
- Is there health or illness concerns involving the culture of the child to consider that have not been addressed?

Provide the information in your cultural assessment to CMDP Member Services so we can be aware of the cultural needs of CMDP members.

A guide to Cultural Competent Healthcare has been developed for you and your staff to assist you with meeting the challenges of caring for culturally diverse patient populations. The guide is included in the back of the Provider Manual or on the CMDP website at: [www.azdes.gov/dcyf/cmdpe](http://www.azdes.gov/dcyf/cmdpe).

Please contact the Provider Services or Member Services departments for assistance with cultural needs for CMDP members, at (602) 351-2245 or (800) 201-1795.

### **Advance Directives**

Hospitals, nursing facilities, home health agencies, hospice agencies and organizations responsible for providing personal care must comply with Federal and State law regarding Advance Directives for adult members. These providers are encouraged to provide a copy of the member's executed Advance Directive, or documentation of refusal, to the member's PCP for inclusion in the member's medical record.

- Maintain written policies for adult members receiving care through their organization regarding the member's ability to make decisions about medical care, including the right to accept or refuse medical care and the right to execute an advance directive.
- Provide written information to adult members regarding the provider's policies concerning advance directives.
- Document whether the adult member has executed an advance directive.
- Prevent discrimination against a member, and not place conditions on the provision of care to the member, because of his/her decision to execute or not execute an advance directive, and
- Provide education for staff on issues concerning advance directives.

## CMDP PROVIDER MANUAL

### Medical Records

- AHCCCS requires that the medical records of CMDP members be maintained in a detailed and comprehensive manner with a complete health record for each assigned CMDP member.
- Medical records may be documented on paper or in an electronic format. Records documented on paper must be written legibly in blue or black ink, signed and dated. If records are physically altered, the stricken information must be identified as an error and initialed by the person altering the record; whiteout is not allowed. If kept in an electronic file, the provider must establish a method indicating the initiator of information and a method to assure that information is not altered inadvertently. A system must be in place to track when, and by whom, revisions to information are made.
- Medical records should be kept up-to-date, as well as being well organized and comprehensive, with sufficient detail to promote effective patient care and quality review. The PCP must maintain a comprehensive record that incorporates at least these standards:
  - member identification information on each page of the medical record (i.e. name or CMDP Health Plan identification number);
  - documentation of identifying demographics which include name, address, telephone number, CMDP Health Plan identification number, gender, age, date of birth, marital status, next of kin, and if applicable, guardian or authorized representative;
  - signing and dating of documentation for each service provided to the member, by the author who entered information into the member's medical record; if recorded electronically, the author must be identified;
  - legibility of all entries to individuals other than the author;
  - information related to the member's allergies or absence of allergies, and any adverse reactions to medications, if applicable;
  - initial history for children under twenty-one (21) years of age which includes family medical history, social history, prenatal care, birth history, and preventive laboratory screenings;
  - past medical history for all members (for the previous five (5) years if available) which includes disabilities and any previous illnesses or injuries, hospitalizations, surgeries and emergencies;
  - immunization records (required for children; recommended for adult members if available);
  - Dental History if available, and current dental needs and/or services;
  - current medications;
  - current problem list;
  - smoking/ETOH/substance abuse documentation;

## CMDP PROVIDER MANUAL

- documentation, initialed by the member's PCP to signify review of;
  - diagnostic information including;
  - laboratory tests and screenings (for members requiring obstetric care, the lab screenings must conform to ACOG guidelines);
  - Radiology Reports;
  - physical examination notes; and/or other pertinent data;
  - emergency/urgent care reports;
  - hospital discharge summaries;
  - behavioral health services provided (if applicable);
  - documentation as to whether or not an adult member has completed advance directives;
  - Ensure that obstetric providers complete a risk assessment tool for obstetric patients (i.e. Mutual Insurance Company of Arizona [MICA] Obstetric Risk Assessment Tool or American College of Obstetricians and Gynecologists [ACOG]). Also, ensure that lab screenings or members requiring obstetric care conform to ACOG guidelines.
  - documentation related to requests for release of information and subsequent release.
  - Confirm that each organizational provider of services (e.g., hospitals, nursing facilities, rehabilitation clinics, etc.) maintains a record of the services provided to a member, including:
    - Physician or provider orders for the service;
    - current problem and examination related to the problem;
    - plan of treatment;
    - diagnostic tests with results (if applicable);
    - periodic summary of the member's progress toward treatment goals;
    - scheduled follow-up visits;
    - referrals and results of referrals; and/or
    - ancillary services;
    - signature/initials of the provider for each service.
- Forward a copy of requested part(s) of the medical record for an assigned member at the request of CMDP, or upon receipt of a signed release of records form.
- When a member changes PCPs, his or her medical records or copies of medical records must be forwarded to the new PCP within 10 business days from receipt of the request for transfer of the medical records.

### **Provider Termination from CMDP**

Registration with CMDP will be terminated if the provider's license to practice in the State of Arizona or residing state is:

- Revoked,
- Limited,
- Suspended, or
- Placed on probationary status or otherwise diminished.

CMDP providers must notify Provider Services at least thirty (30) days prior to any:

- Change,
- Cancellation, or
- Termination of their professional malpractice insurance coverage, and
- Within ten (10) days of notice of any suit or claims alleging malpractice or malfeasance against them.

CMDP or any registered provider may terminate association, with or without cause, upon providing thirty (30) days written notice to the other party of intent to terminate the association. (Those providers who have not provided services to a foster child within a twenty-four (24) month period may also be terminated).

## CMDP PROVIDER MANUAL

### Provider Registration

As a medical professional that is interested in registering with CMDP it will be necessary to comply with CMDP policies and procedures for provider participation. All providers including Out-of-state providers must register with AHCCCS to be reimbursed for covered services provided to CMDP members.

Effective May 23, 2007 CMDP will require the National Provider Identifier (NPI) to be used as the healthcare provider identifier in all claim submissions. Additional information about NPI can be found at [www.cms.hhs.gov/hipaa/hipaa2](http://www.cms.hhs.gov/hipaa/hipaa2). This site contains frequently asked questions and other information related to the NPI and HIPAA standards.

Providers are required to:

- complete an application;
- sign a provider agreement;
- sign all applicable forms; and
- submit documentation of their applicable licenses and/or certificates

**Information and registration materials may be obtained by calling  
CMDP Provider Registration Unit at (602) 351-2245 or (800) 201-1795**

Because most foster children are eligible for funding through the Arizona Health Care Cost Containment System (AHCCCS), CMDP must register providers using the AHCCCS Provider Registration Packet (included at the end of this section). Although providers are required to register with CMDP using the AHCCCS Provider Packet, they are **not** required to see AHCCCS clients outside of CMDP. CMDP verifies the provider is in AHCCCS by querying the AHCCCS database, if the provider is not in the AHCCCS database, a registration packet is sent.

Once the completed Provider Registration packet has been received and approved by AHCCCS, CMDP will enter the provider's AHCCCS identification number into the CMDP database. This ID #, must be used on all correspondence and claims submitted to CMDP. When the provider is a member of a group practice, and if all providers within the group practice will be seeing CMDP members, each provider of the practice must be listed on the CMDP/AHCCCS Provider Registration form in order for CMDP to use the AHCCCS provider identification number correctly for each provider. Inclusion of current licensing information and signatures in all indicated areas in the packet are required in order for the packet to be considered complete.

CMDP must be notified of changes in name, address, or tax identification numbers, within 7 days of the change. This will allow CMDP to update its system to eliminate incorrect reimbursements.

# CMDP PROVIDER MANUAL

## CHAPTER APPENDIX

### **Provider Registration Packet**

Information/Instruction

Enrollment Forms

Out of State Provider-Waiver of Registration Requirements Policy

### **Urgent Care Listings**

## **Chapter 4**

### **MEMBER SERVICES**

#### **Introduction To CMDP Member Services**

Our members and their care are very important to us, to ensure their needs are met, the Member Services Department serves as the coordinating unit for all member activities. Member Services provides assistance to members, foster caregivers, and custodial agency representatives. This department assists with eligibility and enrollment issues, assists with accessing medical care, answers benefit questions, and assigns and changes primary care physicians. Contact Member Services at (602) 351-2245 or (800) 201-1795 for assistance.

#### **Member Rights**

For members to receive the health care services they need and deserve, members and foster caregivers should be aware of the following rights:

- The right to be treated with respect, and recognition of the member's dignity and need for privacy (This right includes protection of any information that identifies a particular member)
- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as stated in other Federal regulations on the use of restraints and seclusion
- The right to not be discriminated against in the delivery of health care services based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment
- The right to have services provided in a culturally competent manner, with consideration for members with limited English proficiency or reading skills, and those with diverse cultural and ethnic backgrounds as well as members with visual or auditory limitations
- The right to have the opportunity to choose a primary care provider, within the limits of the provider network, and choose other providers as needed from among those affiliated with the network (This includes the right to refuse care from specified providers)
- The right to participate in decision-making regarding their health care in the present and future, and to have a representative to facilitate care or treatment decisions when the member is unable to do so. (For more information on

## CMDP PROVIDER MANUAL

“Advance Directives” and life care planning, please contact Member Services or see the State of Arizona Attorney General’s website [www.azag.gov](http://www.azag.gov). Look under “Seniors” or “Consumers” for Life Care Planning information.)

- The right to be provided with information, in a language the member understands, about the amount, duration and scope of all services and benefits, service providers, services included and excluded as a condition of enrollment, and other information including:
  - Provisions for after-hours and emergency health care services
  - Information about available treatment options or alternative courses of care
  - Procedures for obtaining AHCCCS covered services that are not offered or available through CMDP, and notice of the right to obtain family planning services from an appropriate AHCCCS registered provider.
- The right to know about providers who speak languages other than English
- The right to be provided with information regarding how to submit a grievance, appeal or request a hearing or the care provided
- How to obtain expedited resolution of issues they have raised, including grievances and issues related to the authorization, coverage, or payment of services
- The right to have access to their medical records in accordance with applicable Federal and State laws
- The right to be informed of a description of circumstances whereby, for legitimate cause, a copy of a record may be denied, even though the record may be reviewed.
- The right to a listing of types and locations of records maintained and the title of the official(s) responsible for such records
- The right to request information regarding if CMDP has physician incentive plans that affect referrals from doctors
- The right to know about the type of compensation arrangements with providers, whether stop-loss insurance is required of providers and the right to review member survey results.
- The right to contact CMDP Member Services if there are any questions regarding member rights.



## Member Responsibilities

Members and foster caregivers are responsible for:

- Providing as much information as possible to professional staff working with the member
  - Following instructions and guidelines given by those providing health care including but not limited to taking medication as prescribed.
  - Knowing the name of the member's PCP or doctor
  - Scheduling appointments with the doctor during office hours whenever possible, before using urgent care or a hospital emergency room
  - Taking the member to medical appointments. Contact the assigned worker, or CMDP if you cannot provide transportation
  - Arriving for appointments on time
  - Notifying the provider at least one day in advance when unable to keep an appointment
  - Carrying the CMDP ID card (or Notice to Provider form, if the card has not arrived) at all times, and presenting it to the health care provider
  - Bringing all available shot records and medical history information to the doctor or PCP
  - Taking the member for well child exams
- Taking the member for dental exams at least every six months.
- Using Children's Rehabilitative Services for CRS eligible diagnosis and, when asked to do so by CMDP or the PCP
  - Working with CMDP, the custodial agency representative and the PCP to make certain that the member is receiving the best care possible
  - Always listing DES/CMDP as the responsible party, and the CMDP address for billing, (CMDP - 942C, P.O. Box 29202, Phoenix, Arizona 85038-9202).

### **Language Line Services:**

Language Line automated access offers a fast and efficient way to connect to a professional interpreter; anytime, anywhere. This service provides interpretation in over 140 languages as well as written translation. This service is provided to CMDP members only. To access this service please call CMDP Provider Services at (602) 351-2245 or (800) 201-1795.

## **Member Enrollment Packets**

CMDP complies with AHCCCS policy to communicate with new members by mailing a New Member Enrollment Packet to all new members.

**Because CMDP members are age 0-21 years, New Member Enrollment Packets will be mailed in care of the foster caregiver (foster parent, group home staff, adult relative, etc.) or to the custodial agency representative.**

The New Member Packet consists of:

- Welcome Letter
- CMDP Member Handbook
- CMDP Member ID Card
- Provider Directory
- Choosing a Healthcare Provider Information
- Culture Competency Information
- EPSDT Notice
- Family Planning Notification letter (age appropriate)
- Notice of Privacy Practices
- Pharmacy Benefits Management Notice
- CMDP Preferred Medication List

## **PCP Assignment**

CMDP ensures that each member selects a Primary Care Physician (PCP). A PCP may be assigned by CMDP if a selection is not made. PCPs are Family Practitioners, General Practitioners, Pediatricians, Internists, Nurse Practitioners, or Physician Assistants. A specialty physician may be assigned as a PCP depending upon the member's medical condition.

Most PCPs have agreed to participate in the CMDP Preferred Provider Network (PPN). PCPs in the network will be the first choice for assignment if the member does not make a choice.

**CMDP Member ID Cards**

ID cards are included in the member's new enrollment packet and mailed in care of the custodial agency representative, the day the enrollment is received by CMDP. This card includes the member's name and identification number. Providers should request to see the member's ID card each time the member presents for service. If the member does not have their card available at the time of service, they may not be denied treatment. Call Member Services to verify enrollment. The ID card does not guarantee enrollment.

The CMDP ID is not the same as the AHCCCS ID Number. Make a copy of the member's CMDP ID Card to ensure use of the correct CMDP ID Number.

Other means of identification for a CMDP member may include:

- A Generic ID card presented by the CPS Custodial agency representative, emergency receiving home or shelter. This ID card is used to identify the member prior to receipt of their own ID card. Call CMDP Member Services during business hours to obtain the Member ID Number to submit on your claim.

A foster caregiver may present a Notice to Provider Form, in lieu of the member's ID card. A sample of this form is included at the end of this chapter. This form contains the member's name and ID Number.

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### Sample of CMDP Member ID card:

**ARIZONA DEPARTMENT OF ECONOMIC SECURITY**  
**Comprehensive Medical and Dental Program, 942C**  
**P.O. Box 29202 Phoenix, Arizona 85038-9202**

### **COMPREHENSIVE MEDICAL & DENTAL PROGRAM** **IDENTIFICATION CARDS**

**To the Custodial agency representative:** Attached are two (2) CMDP ID cards for one child in your caseload.

Please detach one card and give it to the foster family caring for the child. Retain the second card to keep in your file for safekeeping, just in case the first card is lost or destroyed.

Please give this ID card to the child's family as soon as possible. The child's doctor and pharmacy need the information contained on the card before they can submit a claim to CMDP.

If you have any questions or need more information call CMDP's Member Services Unit at: (602) 351-2245 ext 7080, 7083, 7076,7078 or (800) 201-1795.

Notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **Front of ID Card:**

#### **COMPREHENSIVE MEDICAL & DENTAL PROGRAM**

Arizona Department of Economic Security  
P.O. Box 29202 (942C) Phoenix, AZ 85038-9202  
(602) 351-2245 (800) 201-1795

Member: \_\_\_\_\_

DOB: \_\_\_\_\_ ID#: \_\_\_\_\_

Pharmacy Helpline: **(800) 207-2568**  
**WHI HEALTH INITIATIVES, INC.**

Do not charge co-pays or any other charges. Bill CMDP

### **Back of ID Card:**

**Claims:** Send CMS 1500, UB92 or ADA claim form to address on front of card. Reimbursement is according to AZ Medicaid fee schedule, if member is eligible on date of service.

**Pharmacy:** Present card to participating pharmacy. Walgreen's Health Initiatives is not responsible for payment of claims at non-participating pharmacy. RxGrp: 752212.  
RxBIN: 603286 RxPCN: 01410000

**Emergency Services:** Provide services and call (800) 544-1746 within 12 hours of service.

**All Other Medical Services:** Call (800) 201-1795 for authorization PRIOR to service delivery.

Effective Date 5-1-2002  
Revision Date 4-1-2007

**Chapter 4**

**6**

## Dual Eligibility

AHCCCS members who are eligible for Medicare and Medicaid (AHCCCS) services have dual eligibility. They may be classified as a Qualified Medicare Beneficiary (QMB) or as non-QMB eligible. QMB eligible members receive coverage for all Medicaid services and include:

- Inpatient Psychiatry,
- Psychology,
- Respite and,
- Chiropractic Services.

QMB and Non-QMB members must use health care providers registered with CMDP.

## Other Insurance

If a child comes into foster care with prior health insurance, CMDP is the payer of last resort. Any other insurance coverage a member has should pay for medical care before CMDP pays. CMDP will assist in coordinating benefits. The member and the custodial agency (CPS, JPO, ADJC) should inform CMDP of any other insurance the member has at enrollment.

## Member Grievances

Members have the right to file a grievance. A provider may file a grievance on behalf of a member, with the written consent of the member's legal representation, which is defined by the custodial agency. A grievance is an expression of dissatisfaction about any matter, which can include but not limited to :

- The quality of care or services provided;
- Failure to respect the member's rights;
- Aspects of interpersonal relationship such as rudeness of a provider or an employee.

Grievances may be filed either orally or in writing and a final disposition will be provided either orally or in writing, within 90 days after the grievance was received. Members are not entitled to a State Fair Hearing on a grievance.

CMDP reviews member grievances data to help identify service issues and make improvements in quality of care and service. Member satisfaction is dependent upon your cooperation with these activities. Our goal is to work in partnership with you to maintain member satisfaction.

### **Verifying Member Enrollment**

If you have any questions about member identification, please contact CMDP Member Services at (602) 351-2245 or (800) 201-1795. Please contact Member Services prior to the member's appointment. This will enable us to resolve any enrollment issues so that the member may be seen as scheduled.

You can verify eligibility by logging into our website at [www.azdes.gov/dcyf/cmdpe](http://www.azdes.gov/dcyf/cmdpe). Once you have logged into the website click on Provider Services, then click on Member Lookup. You will need to use the CMDP Member ID number, your AHCCCS ID number and the Dates of Service.

Member Eligibility can also be verified by contacting Member Services, please have the member's ID number, name and date of birth. Document the enrollment verification information you receive over the telephone including the name of the Member Service's Representative, date and time of call.

**CHAPTER APPENDIX**

**FC069 Notice to Provider-Educational and Medical**

## **Chapter 5**

### **MEDICAL SERVICES**

The Comprehensive Medical and Dental Program provides full coverage for medical and dental services necessary to achieve and maintain the optimal level of health for children in foster care. Covered services are based upon a determination of medical necessity and clinical appropriateness.



**Covered Services**

Covered services include, but are not limited to, the following acute medical services:

- Audiology
- Behavioral Health Services (See Chapter 6)
- Chiropractic services with a referral from the primary provider.
- Case Management
- Cochlear implants
- Conscious sedation, with limitations
- Dental Services starting at age 1
- Dialysis
- Early and periodic screening, diagnosis and treatment services (EPSDT)
- Emergency Medical Services
- Eye Examinations/Optomety Services
- Family Planning, including medications, emergency contraception medications and supplies, OTC and prescriptions provided to delay or prevent pregnancy. IUD's are not considered a medically appropriate method of birth control for sexually active teens, because of the risk of morbidity & mortality in this population.
- Health Risk Assessment and Screening Tests
- Home Health Services or Home Health Services in lieu of hospitalization
- Hospice
- HIV/AIDs treatment
- Initial consultations/evaluations
- Inpatient hospital care, including surgical services
- Inpatient and outpatient rehabilitative physical and respiratory therapy; inpatient and outpatient rehabilitative occupational, physical and speech therapy.
- Immunizations
- Laboratory, radiology and x-ray
- Lung Volume Reduction Surgery (LVRS)
- Maternity Care
- Maternal and child health services
- Medical Foods with limitations
- Medical supplies, durable medical equipment and prosthetic devices
- Medically necessary transportation
- Nursing facility services in lieu of hospitalization
- Nutritional assessment and therapy
- Non-Physician First Surgical Assistant Services
- Observation Services
- Prenatal Care
- Prescriptions from the CMDP formulary and OTC when prescribed by physicians
- Physician office visits, including specialists visits
- Post-stabilization Care
- Podiatry services
- Transportation

### Non-Covered Services

Non-covered services include, but not limited to:

- Any hospital admission, service or item requiring prior authorization for which prior authorization has not been obtained
- Pregnancy terminations that are not medically necessary
- Pregnancy termination counseling
- Services or items for cosmetic purposes
- Services or items furnished free of charge, or for which charges are not usually made
- Services provided in an institution for the treatment of tuberculosis
- Services determined by the CMDP Medical Director to be experimental or provided primarily for the purpose of research
- Services or private or special duty nurses other than when medically necessary and prior authorized
- Physical therapy as a maintenance regimen only
- Routine circumcision for an eligible newborn male infant, unless medical necessity is documented
- Care for TMJ-related disorders
- Medical services to an inmate of any public institution or state mental health facility
- Outpatient or inpatient psychological or other counseling services provided to AHCCCS eligible foster children residing in Arizona. These services are provided through the Regional Behavioral Health Authorities (RBHA).
- That portion of the cost of any covered service, which exceeds allowable charges in the CMDP fee schedule. Determination and payment **shall represent PAYMENT IN FULL for the services rendered. Any additional charge to the foster caregiver is prohibited by law and will not be paid.**
- The cost of care, services or items in excess of that paid by other programs.
- Services for which claims have not been re-submitted within twelve (12) months of the date of service.
- Care provided by individuals who are not properly licensed and/or certified.
- Treatment of the basic conditions of alcoholism and drug addiction. Alcohol and substance abuse treatment is an AHCCCS covered service that AHCCCS eligible members should receive from the Regional Behavioral Health Authority.

# CMDP PROVIDER MANUAL

## PRIOR AUTHORIZATION (PA) MATRIX

Service Type	PA Required	PA Not Required
<b><u>Ancillary Therapy</u></b>		
Initial Evaluation/ Consultation	PA for chiropractic and vision therapy services only.	Initial Consultation requires referral from PCP. Does not require PA. This includes OT, PT and Speech evaluations.
Continued Treatment	Documentation for PA includes the written evaluation and plan of care.	Proof of PCP referral must accompany the request.
<b><u>Behavioral Health</u></b>		
Inpatient	Requires PA to determine if patient is enrolled or eligible to receive services from Regional Behavioral Health Authority (RBHA). <b>CMDP must be notified within 24 hours of admission.</b>	For Title XIX § XXI members, behavioral health services are provided through the RBHA. For state only members, CMDP provides behavioral health services.
Outpatient	Requires PA to determine if patient is enrolled or eligible to receive services from Regional Behavioral Health Authority (RBHA). Psychological testing requires PA and documentation to support medical necessity of an acute or chronic brain disorder.	
Psychotropic Prescriptions	Prescriptions from Regional Behavioral Health Authority providers (RBHA) must be filled at RBHA contracted pharmacies using the member's RBHA ID number.  For non-Title XIX (state only) eligible members, refer to CMDP's PML for current information about covered psychotropic medications.	PCP may write prescriptions for patients with minor depression, anxiety disorders and treatment of ADHD without co-morbidity.
<b><u>Circumcision</u></b>	Circumcision is not a covered service. Medically necessary circumcisions may be covered, with supporting documentation of medical necessity.	
Service Type	PA Required	PA Not Required

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Service Type	PA Required	PA Not Required
<b><u>Dental</u></b>		The American Association of Pediatric Dentistry recommends dental visits begin by age one. Routine and preventive dental services do not require PA. CMDP allows two (2) oral examinations and two (2) oral prophylaxis and fluoride treatments per member per year (i.e., one every six (6) months). Emergency services to relieve pain, suffering or infection, do not require PA. May be retrospectively reviewed.
Oral Surgery	Requires documentation to support medical necessity.	
Orthodontics	Submit documentation to support medical necessity. Include X-rays, tracings, and models to substantiate medical necessity.	
Orthognathic surgery	PA required to determine if patient is CRS enrolled or eligible.	
Other Dental: Periodontal procedures, bridge & crown restoration, root canals	PA required. Must submit documentation to support medical necessity and include x-rays.	
<b><u>Diagnostic Testing</u></b>	PA required for diagnostic tests valued at \$250 or more. All cardiac and genetic testing requires PA. If unsure, verify PA necessity by contacting Medical Services.	HIV/AIDS testing does not require PA.
<b><u>Dialysis</u></b>	Requires PA. Proof of PCP referral must accompany request. Must submit documentation to support medical necessity.	Initial consultation requires referral from PCP.
<b><u>Durable Medical Equipment (DME) and Supplies; Prosthetics and Orthotics</u></b>	PA required for all rentals. Total cost of the rentals must not exceed the purchase price. Purchases valued at \$300 or more require PA. Nutritional supplements/formulas require PA, and completion of the "Certificate of Medical Necessity for Commercial Oral Nutritional Supplements".	Medically necessary items following hospital discharge for a period of 30 days or less and equipment ordered on an emergency basis do not require PA.
Service Type	PA Required	PA Not Required

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Service Type	PA Required	PA Not Required
<b><u>Emergency Room and Urgent Care Services</u></b>		<b><u>CMDP must be notified within 24 hours of service.</u></b>
<b><u>Family Planning</u></b>	PA required for surgical interventions. IUD's are not considered medically appropriate for the sexually active teen because of the significant risks of morbidity and mortality	Birth control supplies, including oral and over the counter, do not require a PA. This includes emergency contraception. STD and HIV/AIDS testing do not require a PA. See "HIV Testing"
<b><u>HIV Testing</u></b>		HIV/AIDS Testing does not require PA. <b>HIV testing requires signed consent by the child's custodial agency if the child is 12 years of age or younger, 13 + child may self consent.</b>
<b><u>Home Health/Hospice</u></b>	Requires PA and documentation to support medical necessity. Written plan of care must accompany the request.	If referred to a specialist, the initial consultation requires referral from PCP.
<b><u>Inpatient Services</u></b>	PA covers treatment and consultation provided during the admission. The child's custodial agency representative must provide or obtain proper consents.	<b><u>CMDP must be notified within 24 hours of admission.</u></b>
<b><u>Obstetrical Services</u></b>	PA and ACOG Health Record required for OB package authorization. OB package includes: prenatal visits, 2 ultrasounds, delivery and postpartum visit. Any further testing requires PA.	
Stress Testing	Requires PA and documentation to support medical necessity.	
CVS	Requires PA and documentation to support medical necessity.	
Amniocentesis	Requires PA and documentation to support medical necessity.	
Pregnancy Termination	Requires PA and must meet AHCCCS guidelines and have proper documentation to support the request. The child's custodial agency representative must provide or obtain proper consents.	
Service Type	PA Required	PA Not Required

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Service Type	PA Required	PA Not Required
<b><u>Oncology Treatment</u></b>		Initial consultation requires referral from PCP.
Chemotherapy/ Radiation	Requires PA and documentation, from the Oncologist.	
<b><u>Pharmacy</u></b>	See Pharmacy TAB for Preferred Medication List (PML)	Must be ordered by a physician and written on a prescription.
Synagis, Growth Hormones, DDAVP, Xolair, Accutane	Requires PA and documentation to support medical necessity. Only the contracted Pharmacy Benefits Management (PBM) program dispenses Synagis and growth hormones.	
Anti-Hemophiliac Medications	Requires PA and medications must be obtained through Phoenix Children's Hospital Hemophilia Outpatient Enterprises (PCH HOPE) Program.	Contact Medical Services for arrangements.
Psychotropic Medications	See <i>Behavioral Health</i> section regarding: Psychotropic Medications	
Over the Counter Medications (OTC)	Requires PA and documentation to support medical necessity for diapers. Diapers for members over the age of 3 may be covered if medically necessary.	OTC's do not require a PA but must be written on a prescription from a provider. Vitamins and over the counter analgesics are not covered. The foster caregiver is given money in the monthly stipend to cover such costs.
Medication not on PML	Any medication not on the PML requires PA and documentation to support medical necessity.	As a rule, most generic medications are covered.
<b><u>Specialist Referrals</u></b>	Treatment beyond the initial consultation requires PA. Include documentation to support medical necessity and plan of care.	Initial consultation does not require PA, but obtain referral from child's PCP. Application and/or removal of casts and splints do not require PA.
<b><u>Surgery</u></b>	Requires PA and documentation to support medical necessity	The child's custodial agency must sign as the legal guardian.
In-office	Requires PA for surgical treatments.	Initial consultation requires referral from PCP. Initial consultation does not require PA.
Inpatient	Requires PA and documentation to support medical necessity.	Any emergent surgery does not require a separate PA.
<b>Service Type</b>	<b>PA Required</b>	<b>PA Not Required</b>

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Service Type	PA Required	PA Not Required
<b><u>Surgery Continued</u></b>		
Outpatient	Requires PA and documentation to support medical necessity. The facility must obtain a separate PA. Anesthesia is included unless billed separately.	Emergent surgery does not require a PA. Notify CMDP within 24 hours and documentation must be submitted for review.
<b><u>Transplants</u></b>	Requires PA and documentation to support medical necessity. All evaluations and plans of care must be included. CMDP collaborates with the AHCCCS Transplant Coordinator for coordination of services.	
<b><u>Transportation</u></b>		
Emergency		<b><u>CMDP Must be notified within 10 days of service.</u></b>
Medically Necessary-Non Emergent	After contacting the child's custodial agency, notify Member Services for arrangements and authorization. An adult must accompany the child.	Contact the child's custodial agency initially. If all other means of obtaining transportation are unsuccessful, contact CMDP.
<b><u>Vision Services</u></b>		
Eyeglasses	Tinted lenses require PA and documentation to support medical necessity.	Frames, lenses, and scratch coating do not require a PA, if the cost is within the AHCCCS Fee Schedule. Bifocals and repairs do not require a PA.
Contact Lenses	Requires PA and documentation to support medical necessity.	
Service Type	PA Required	PA Not Required

## Dental

CMDP covers all AHCCCS covered dental services for members. This includes preventive and restorative care. CMDP covers orthodontia if it is medically necessary. Orthodontic Services require medical necessity for the purpose of controlling or eliminating infection, pain and disease; and restoring facial configuration or function necessary for speech, swallowing or chewing. The Dentist's Certificate of Medical Necessity [found at the end of this section] must be completed and signed to request orthodontic treatment.

Dentists are part of the CMDP Preferred Provider Network (PPN). Contact CMDP Provider Services to inquire about PPN dentists.

CMDP must receive complete and accurate records for reviewing services requiring prior authorization. This will assist the dental consultant, who is a State licensed dentist, in making an appropriate determination. Refer to the CMDP Dental Benefit Matrix for the list of eligible dental services and prior authorization requirements. Prior Authorization is necessary for appropriate tracings, photographs, and orthodontia models, prior to submitting the request for orthodontia. Determination of prior authorization must be in writing and must be granted **before** the proposed procedure is begun. Denial of prior authorization and member non-eligibility on the date of service will result in denial of reimbursement.

\* Charges are according to the AHCCCS Capped Fee-for-Service Schedule

Payment for orthodontia treatments may only be made for children who are continuing members of CMDP. The child's foster placement is not financially responsible for the remaining cost of services. The dentist is responsible for verifying the child's enrollment status at the time of treatment.

Please, contact our Medical Services Department for any forms or questions at (602) 351-2245 or (800) 201-1795.



**Emergency Services**

CMDP covers emergency medical services provided by qualified medical and nursing personnel for all members, as specified in the Arizona Administrative Code R9-22-210. Emergency medical services are those services provided after the sudden onset of an emergency medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could be expected to result in:

- Placing the member's health in serious jeopardy,
- Serious impairment of bodily functions, or
- Serious dysfunction of any bodily organ or part.

Emergency medical services are covered for members when there is a demonstrated need, and/or after triage/emergency, and when medical assessment services indicate an emergency condition and determine necessary treatment services. Pursuant to the Balanced Budget Act of 1997, for utilization review purposes, the test for appropriateness of the request for emergency services is whether a prudent layperson, if in a similar situation, would have requested such services.

Emergency medical services are covered without prior authorization to include, but not limited to all medical services necessary to rule out an emergency condition and emergency transportation. The attending emergency physician, or the provider actually treating the member, is responsible for determining when the member is sufficiently stabilized for transfer or discharge.

CMDP monitors emergency service utilization (by both provider and member) and establishes guidelines for implementing corrective action for inappropriate utilization.

Per the Balanced Budget Act of 1997, 42 CFR 438.114, CMDP may not deny payment for treatment obtained under either of the following circumstances:

1. A member had an emergency medical condition, including cases in which the absence of medical attention would not have resulted in the outcomes identified in the definition of emergency medical condition 42 CFR 438.114.
2. A representative of CMDP instructs the member to seek emergency medical services.

Additionally, CMDP may not:

1. Limit what constitutes an emergency medical condition as defined in 42 CFR 438.114, on the basis of lists of diagnoses or symptoms.
2. Refuse to cover emergency services based on the failure of the provider, hospital, or fiscal agent to notify CMDP of the member's screening and treatment within 10 calendar days of presentation for emergency services. This notification stipulation is only related to the provision of emergency services.

A member who has an emergency medical condition may not be held liable for payment of emergency services, subsequent screening and treatment needed to diagnose the specific condition or stabilize the patient.

## EPSDT

The Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Program, a federally mandated program, provides periodic assessment of the physical and mental development of children under twenty-one (21) years of age. The EPSDT health care screening regulations set good practice guidelines for the care of children, including all CMDP members.

EPSDT services include periodic medical screenings designed for prevention and early detection of health problems. Diagnosis and treatment are provided to children with suspected health problems or illnesses. The defined list of health care screens and procedures is indicated on the EPSDT Periodicity Schedule, included at the end of this chapter.

EPSDT providers are asked to complete the screenings listed for each period and complete the EPSDT Tracking Form appropriate to the age of the child. Additional Tracking Forms may be obtained from your CMDP Provider Services Representative or on the AHCCCS website, [www.azahcccs.gov](http://www.azahcccs.gov). CMDP staff will review EPSDT Tracking Forms for completeness and quality, identify referrals made for evaluation and treatment, as well as missed opportunities for immunizations. CMDP staff may contact provider offices to schedule a record audit of EPSDT services and provide provider education about the program.

Providers are requested to notify CMDP Member Services, when CMDP members fail to make or keep an EPSDT appointment. In order for CMDP to follow up with the members.

### EPSDT Screening Requirements

Comprehensive periodic screenings must be conducted according to the time frames identified in the periodicity schedule, and inter-periodic screenings as appropriate for each member. The periodicity schedule is based on federal mandates and is closely aligned by the Arizona Medical Association (AMA) and the American Academy of Pediatrics (AAP). The following is a summary of EPSDT Screens. Additional information may be obtained from CMDP, Medical Services.

- A comprehensive health and developmental history (including physical, nutritional and behavioral health assessments);
- A comprehensive unclothed physical examination;
- Appropriate immunizations according to age and health history;  
**NOTE:** The immunization schedule is included at the end of this section.
- Laboratory tests (including blood lead screening assessment appropriate to age and risk, tuberculosis screening appropriate to age and risk, anemia testing and if appropriate, diagnostic testing for sickle cell trait). The Sickle Cell Anemia Society (602) 254-5048 has educational programs to help people with sickle cell anemia.

- Health education;
- Appropriate dental screening; and
- Appropriate vision, hearing/speech testing.
- Developmental Screening; Medical Services can assist you in making referrals to the Arizona Early Intervention Program (AzEIP) or the Division of Developmental Disabilities (DDD) as needed.
- Immunizations; Providers must coordinate with the ADHS Vaccines For Children (VFC) Program in the delivery of immunization services. ADHS operates the Vaccines for Children (VFC) Program. Call (602) 230-5841 to register as a VFC provider. ADHS operates the Arizona State Immunization Information System (ASIIS). Call them at (877) 491-5741 to learn about the system and how to obtain the web-based program to connect your office to ASIIS.

### **Developmental Screening Using the PEDS Tool**

Use of the PEDS Tool will be limited to infants born after January 1, 2006 who have had stays in the Newborn Intensive Care Unit (NICU). For CMDP members only the tool may be used to screen infants and children up to the age of 8, who are at risk or identified as having developmental delays. These children may be screened at each EPSDT visit. Providers who bill for this service must complete a training on the use of the tool and must submit the PEDS Tool Score Form and PEDS Tool Interpretation Form with the EPSDT form for reimbursement of services.

#### PEDS Tool

You and your staff can utilize an on-line PEDS Tool training session on the [www.azaap.org](http://www.azaap.org) website under the PEDS heading. This will trigger AzAAP to alert CMDP that you have completed the training. After completion, you may start to bill CMDP for use of the tool.

### **CMDP requirements for reimbursement of the developmental screen are as follows:**

- Completion of the PEDS training program;
- Copy of your certificate must be on file with CMDP (this should be submitted to Provider Services);
- At-risk infants discharged from the NICU are eligible for the PEDS developmental screening program and for CMDP members only the tool may be used to screen children up to the age of 8 who are at risk or identified with developmental delays.
- Copies of the PEDS tool will need to be submitted in the same manner that the EPSDT forms are submitted with the CMS 1500 form.

**Please bill-using code: 96110 with an EP modifier, reimbursement is \$29.60.**

For questions, please contact Provider Services at (602) 351-2245 or (800) 201-1795.

### Arizona State Immunization Information (ASIIS)

All providers are required to be connected to the Arizona State Immunization Information System (ASIIS) and State Law mandates that providers report all immunizations administered to this system. **Please, instruct your staff to enter all immunization data timely and completely in order to comply with state laws and eliminate unnecessary revaccinations.**

The ASIIS system allows providers to query immunization records on individual children or groups of children. In addition, it generates reminder notices for the provider, to indicate when immunizations are due for individual children.

Please, contact ASIIS directly at (877) 491-5741 to obtain information on the ASIIS software program or instructions for using the web-based system. ASIIS will provide hands on training with your staff. CMDP also has the capability to access the ASIIS system to verify and obtain immunization records. If you are unable to determine a child's immunization status, please contact the EPSDT Coordinator within the Medical Services Unit.

We will make every effort to verify the immunization history in question.

## Maternal Health/ Family Planning

### Family Planning

Family planning services are covered services for CMDP members. Members aged twelve (12) and older must be notified annually of the availability of family planning services verbally by their PCP or PCO, and in writing by CMDP. Family planning services for members may receive the following medical, surgical, pharmacological, and laboratory services.

- Natural family planning education, counseling, and referral to qualified health professionals, including information on the prevention and spread of STDs.
- **STD testing, including HIV testing. This testing requires signed consent from the member's Custodial agency representative, if the child is twelve (12) years or younger. If the child is over thirteen (13) years of age, he/she may consent to HIV testing.**
- Contraceptive counseling, medication supplies, including, but not limited to: oral and injectable contraceptives, diaphragms, condoms, foams, and suppositories. Prescriptions for over-the-counter methods may be filled at CMDP pharmacies.
- IUD's are not considered a medically appropriate method of birth control for sexually active teens, because of the risk of morbidity & mortality in this population.
- Associated medical and laboratory examinations including ultrasound studies related to family planning, physical exam and pelvic exam.
- Treatment of complications resulting from contraceptive use, including emergency treatment.
- Postcoital emergency oral contraception within seventy-two (72) hours after unprotected sexual intercourse.

### Implanon

Implanon is an implantable birth control method, similar to Norplant. Implantable birth control is a CMDP covered benefit. In order to assist you with submitting a claim for Implanon, the generic code **J3490** should be used. Procedure codes **11975** and **11977** are for insertion and reinsertion. If you have any questions regarding submitting a claim, please contact the Provider Services Unit. If you have any questions regarding CMDP coverage of birth control, please contact the Medical Services Unit and speak with the CMDP Maternal Health Coordinator. Both units can be reached at (602) 351-2245 or (800) 201-1795.

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### HPV Vaccine

Per a panel of US experts, girls as young as 11 and young women up to age 26 are being recommended to receive Merck and Co.'s Gardasil vaccine aimed at preventing human papillomavirus infection, responsible for most cases of cervical cancer.

The Advisory Committee on Immunization Practices (ACIP) agreed to recommend the vaccine for three age groups: all girls between 11 and 12; girls and women 13 to 26 who have not received the vaccine yet; and women who have had abnormal Pap smears, genital warts or some other conditions. At their discretion, physicians could vaccinate girls as young as 9, according to recommendations made to the U.S. Centers for Disease Control and Prevention (CDC).

The U.S. Food and Drug Administration licensed Gardasil for use in women and girls 9 to 26 years of age. It protects against four types of HPV.

The CDC says genital HPV infection is the most common sexually transmitted infection in the United States. More than 50% of sexually active women and men will be infected with one or more genital HPV types during their lifetimes.

Vaccines for Children Program (VFC) will be funding this vaccine for girls over the age of 9 but this process is not active at this time. In the interim, please submit claims to CMDP using code 90649.

### Prenatal Care

Due to the age of our members, pregnant CMDP adolescents are considered high risk. Therefore, the initial prenatal care appointment must be provided within 3 days from the request. Pregnant members must be referred to a Primary Care Obstetrician (PCO) as soon as the pregnancy is confirmed. Call CMDP Provider Services to obtain assistance in locating a PCO, (602) 351-2245 or (800) 201-1795. CMDP Care Coordination staff will assist providers in coordinating care and services for the pregnant member. Call the CMDP Maternal Health Coordinator (MHC) nurse to notify CMDP of a pregnancy and to obtain authorization to initiate prenatal care. Please instruct pregnant members to call their Custodial agency representative or CMDP Medical Services for any assistance.

Maternity care includes medically necessary services for the care of pregnancy, treatment of pregnancy-related conditions, antepartum services and postpartum care. Access to low cost/no cost family planning services is available after members leave CMDP.

### Pregnancy Termination

Pregnancy Termination is a covered service for CMDP members if one of the following conditions exists:

- The pregnant member suffers from a physical disorder, physical injury, or physical illness, including a life endangering physical condition caused by or arising from the pregnancy itself, that would, as certified by a physician, place the member in danger of death, unless the pregnancy is terminated.

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- The pregnancy is a result of rape or incest.
- The pregnancy termination is medically necessary according to the medical judgment of a licensed physician who attests that continuation of the pregnancy could reasonably be expected to pose a serious physical or mental health problem for the pregnant member by:
  1. Creating a serious physical or mental health problem for the pregnant member
  2. Seriously impairing a bodily function of the pregnant member
  3. Causing dysfunction of a bodily organ or part of the pregnant member
  4. Exacerbating a health problem of the pregnant member, or
  5. Preventing the pregnant member from obtaining treatment for a health problem.

Prior Authorization (PA) is required from the CMDP Medical Director prior to performing a pregnancy termination. To obtain PA, the attending physician must complete the AHCCCS Certificate of Medical Necessity for Pregnancy Termination Form (at the end of this section—may be Xeroxed) certifying that, in the physician's professional judgment, one or more of the above criteria have been met. The completed and signed form must be faxed to CMDP Medical Services Department with a copy of an informed consent form for the termination, (signed by the CMDP member if eighteen (18) years or older).

If the member is under age 18, or is 18 years of age or older and considered an incapacitated adult, a dated signature of the member's parent or legal guardian indicating approval of the pregnancy termination procedure is required. The following documentation must accompany the AHCCCS Certificate of Medical Necessity for Pregnancy Termination Form.

- When the pregnancy is the result of rape or incest, documentation that the incident was reported to the proper authorities, including the name of the agency, report number and the date the report was filed.
- Signature of the legal guardian approving the termination procedure.  
Copy of the court order if someone other than the legal guardian has been given authorization to approve the termination procedure.

In cases of medical emergencies, the provider must submit all documentation of medical necessity to CMDP within two (2) working days of the date on which the termination of pregnancy procedure was performed.

### Hysterectomy

Hysterectomy or other means of sterilization is not covered unless medically necessary. Prior Authorization (PA) is required. If the procedure can be substantiated as medically necessary, in addition to the supporting medical documentation, the following requirements must also be met:

- The member and legal guardian must sign a consent form, which includes information that the hysterectomy will render her incapable of bearing children. Providers may use the sample AHCCCS hysterectomy consent form in this chapter.
- The provider is not required to complete a consent to sterilization form prior to performing hysterectomy procedures and the thirty (30) day waiting period required for sterilization does not apply to hysterectomy procedures.
- Unless an emergency, a second opinion may be required.
- In an emergency, PA is not required, but the physician must certify in writing that an emergency or life-threatening illness or disease exists.

**Please, contact the Medical Services Unit for assistance in obtaining the necessary prior authorization at (602) 351-2245 or (800) 201-1795.**



## Pharmacy

In order to maintain the quality and cost-effectiveness of the pharmacy benefit program, the Comprehensive Medical and Dental Program (CMDP) implemented a Preferred Medication List (PML). This preferred medication list (also sometimes referred to as a formulary) is a list of medications preferred by CMDP. All the medication on the PML have received U.S. Food and Drug Administration (FDA) approval as safe and effective. A committee of physicians and pharmacists has chosen all medications on this list. Medications that are experimental and/or investigational in nature are not covered. Use this Guide to locate brand and generic medication alternatives that are covered under the CMDP plan. Some medications or classes require prior authorization before they are used and/or have a limited quantity allowed associated with them. Please submit the "Prior Authorization for Non-formulary and Specialty Medications Form" for all requests on non-formulary medications. Please note: For assistance with prior authorization, please refer to the PML or contact the Medical Services Unit.

CMDP's formulary encourages generic substitution whenever possible. If a brand name drug must be prescribed, documentation to support the specific drug must be submitted to CMDP Medical Services Unit for prior authorization.

Specific medications do require a prior authorization. These medications include, but are not limited to:

-Growth hormones	-Xolair	-Accutane
-Synagis	-DDAVP	

Over the Counter (OTC) medications may be covered, when written on a prescription. Examples of covered OTC medications may include: medications, which are used for the treatment of scabies & lice, or antihistamines and decongestants, which are used for the treatment of chronic allergies. These medications must be written on a prescription and signed by the physician. Examples of non-covered OTC items include vitamins. If you have questions please contact CMDP, Medical Services unit at (602) 352-2245 or (800) 201-1795.

Psychotropics for limited mental health diagnoses (see Chapter 6) may be prescribed by a PCP. Prescriptions written by a Regional Behavioral Health Authorities' (RBHA) psychiatrist must be filled through RBHA contracted pharmacies, using the RBHA identification number. Medications to treat major depressive disorders must be obtained through the RBHA providers. RBHA enrolled members receive their medications through the RBHA. Please, contact the Medical Services/Behavioral Health Unit for assistance.

## Refills

Due to the transitory nature of CMDP members, physicians may be requested to write new prescriptions for drugs before the previous supply has expired. Physicians are requested to comply with these requests, yet be aware of instances that may be an attempt to fraudulently obtain drugs. Suspected attempts to obtain drugs fraudulently must be immediately reported to CMDP, Provider Services at (602) 351-2245 or (800) 201-1795.

**Therapies (OT, PT, Speech, Audiology, Respiratory)**

CMDP covers therapies that are medically necessary to improve or restore functions that have been impaired by illness or injury. CMDP Medical Services Prior Authorization (PA) staff authorizes therapy services in the amount, frequency, and duration as medically necessary and clinically appropriate. Authorization determinations are based on the AHCCCS Medical Policy Manual. If the member is enrolled in CRS, CMDP coordinates therapy benefits with CRS.

The PCP, or specialist upon referral from the PCP, may initiate authorization for a therapy evaluation, by contacting CMDP Medical Services Unit with a referral and physician order. A PA is not required prior to referral to the therapist for an evaluation. However, therapy requires a PA.

For authorization to continue therapy, either the therapist or the PCP/specialist must document and submit in writing to CMDP the evaluation results and treatment plan, including goals, rehabilitation potential, location of services (home or office), length of time (from and through dates), and number of sessions. Continued authorization will require the PCP/specialist's statement of medical necessity and submission of the therapist's progress notes. The number of visits cannot exceed patient's eligibility span.

## **Transplants**

Providers must obtain prior authorization from CMDP for all organ and tissue transplantation services. All transplant services are coordinated through the AHCCCS Division of Health Care Management and the services of AHCCCS contracted transplant specialists, when available.

CMDP covers medically necessary transplantation services as outlined by AHCCCS, and related immunosuppressant medications. Covered transplants must be non-experimental and non-investigational for the specific organ/tissue and specific medical condition. Solid organ transplantation services must be provided in a Centers for Medicare and Medicaid Services (CMS) certified and United Network for Organ Sharing (UNOS) approved transplant center that is contracted with AHCCCS, unless otherwise approved by the AHCCCS Chief Medical Officer or designee. Bone marrow transplantation services should be provided in a facility which has achieved Foundation for the Accreditation of Cellular Therapy (FACT) accreditation as a bone marrow transplant center that is contracted with AHCCCS, unless otherwise approved by the AHCCCS Chief Medical Officer or designee.

Questions regarding coverage and procedures for transplants should be immediately directed to the CMDP Medical Services Unit (602) 351-2245 or (800) 201-1795.

## **Hospital Utilization**

CMDP's inpatient hospital services refer to those medically necessary services provided by, or under the direction of, a primary care physician, practitioner or a specialty physician on referral from a primary care physician, which are ordinarily furnished in a hospital.

Concurrent Review is performed on admission and at frequent intervals during inpatient hospital stays. Reviews assess the appropriate usage of ancillary resources, levels of care (LOC) and service, according to professionally recognized standards of care. Concurrent review validates the medical necessity for continued stay and evaluates quality of care. Discharge Planning begins upon admission.

Concurrent review is initiated within one (1) business day of notification and continues at intervals appropriate to patient condition, based on the review findings. During review, the following are considered:

- Necessity of admission and appropriateness of service setting
- Quality of care
- Length of stay
- Discharge needs, and
- Utilization pattern analysis

The Medical Services Department, in coordination with the Medical Director, determines the appropriateness of continued services, in consultation with physician advisors, as necessary.

Continued hospital services may be denied when:

- A member no longer meets intensity and severity criteria
- A member is not making progress in a rehabilitative program, or
- A member can be transferred safely to a lower LOC

Please, contact the Concurrent Review Nurse, within the Medical Services Unit, with any inpatient concerns.

**The hospital must notify CMDP's Medical Services Unit within twenty-four (24) hours of admission at (602) 351-2245 or (800) 201-1795.**

## Transportation

### Emergency Transportation

Emergency transport by ground or air ambulance to the nearest clinically appropriate hospital or emergency department is covered if medically necessary based on the member's medical condition at time of transport, and if no other transport is appropriate and available. The ambulance provider must notify CMDP within ten (10) days of the transport or the claim may be denied.

### Non-emergency/Medically Necessary

Transportation to medical providers, including a pharmacy to pick up or order prescription drugs or medical supplies, may be provided by CMDP for a member or foster placement that is unable to arrange for transportation. To request non-emergency, medically necessary transportation, contact CMDP Member Services and be prepared to discuss the destination and reason for the transport. CMDP requires that a responsible adult accompany minors.

### Transportation Standards

If a member needs non-emergency medically necessary transportation, CMDP shall require its transportation provider to schedule the transportation so that the member arrives on time for the appointment, but no sooner than one hour before the appointment; does not have to wait more than one hour after making the call to be picked up; nor have to wait for more than one hour after conclusion of the appointment for transportation home.

### Transportation to Behavioral Health Providers

Transportation to behavioral health providers is the responsibility of the Regional Behavioral Health Authorities (RBHAs) for members enrolled in the RBHA. CMDP is responsible for transporting the member to the first appointment with the RBHA, if necessary. If there is any question about responsibility for transportation to behavioral health providers, contact a CMDP Behavioral Health Specialist.

### Medically Necessary Transportation Outside the Member's Service Area

For services that are only available outside the member's service area (generally the county), transportation may be reimbursed by CMDP. Additionally, meals and lodging may be reimbursed for the member and one attendant during the travel time required to the medical provider and again upon return home. Services of an attendant (responsible adult) may be reimbursed.

### Ambulance Transfer between Medical Providers

Transfer by ambulance between medical providers, i.e., between treating hospitals or hospital to nursing facility, when prior authorized by CMDP, is covered. The hospital requesting the transfer must contact CMDP's Concurrent Review Nurse to coordinate the transportation.

At a minimum, hospital to hospital or hospital to specialty only transportation should be reimbursed at the Basic Life Support Rate. If the member's medical condition meets criteria for medical necessity, this could also be reimbursed at Advance Life Support Rate.

### **Vision**

CMDP covers vision care including refractions, eyeglasses, and care of medical conditions of the eye. Appointments for refractions do not require prior authorization (PA). Eyeglasses meeting the conditions set forth in the CMDP PA Guidelines, do not require PA. Repair and replacement of eyeglasses are covered.

Contact lenses are only covered when needed post cataract surgery or when determined medically necessary. Prescriptions for contact lenses require prior authorization and must state why they are medically necessary instead of glasses.

Initial referral to an ophthalmologist does not require PA. Ongoing treatment does require authorization.

Vision Therapy lacks sufficient scientific evidence based on the publications by the American Academy of Pediatrics (AAP) and The American Academy of Ophthalmologist (AAO). No scientific evidence exists for the efficacy of eye exercises (vision therapy) or the use of special tinted lenses.

### **Out-of-State Services**

For foster children residing outside of Arizona, CMDP is responsible to reimburse any medically necessary services not otherwise covered by the receiving State's Medicaid program.

## CRS

Children's Rehabilitative Services (CRS) is a carve-out program administered through the Arizona Department of Health Services, Office of Children with Special Health Care Needs. Eligibility for CRS is based on the medical illness, disability, congenital anomalies, or potentially disabling condition that has the potential for functional improvement through medical, surgical or therapeutic intervention. Most CMDP members are financially eligible for CRS; however, they must be evaluated at a CRS clinic to determine medical eligibility. CMDP members must receive services for medically eligible conditions through CRS, unless they have a private insurance payor and/or medicare.

CRS is not an acute care provider. Each CRS patient must have a PCP through CMDP to provide general care and immunizations. Infectious diseases, acute trauma, and intoxications are not treated by CRS unless there is a direct relationship between these and the CRS eligible condition. The CRS Administration determines coverage through CRS.

Anyone may refer a child for CRS services. Application for services is by completion of the CRS Pediatric History and Referral Form and documentation of the child's primary diagnosis supporting the application. The child's custodial agency representative will assist in preparing the application. Whenever possible, pertinent X-ray, test results and other related medical records should accompany the referral form.

The Pediatric History and Referral Form may be photocopied and used to initiate an application for CRS. Clean copies may be requested from any of the CRS Clinics listed below:

CRS Phoenix Clinic (602) 406-6400  
CRS Flagstaff Clinic (928) 773-2054  
CRS Tucson Clinic (520) 324-5437  
CRS Yuma Clinic (928) 336-7095

CRS provides diagnostic, surgical, hospitalization, rehabilitation, pharmacological, and allied services. CRS contracts with Arizona regional physicians who are experts in their field to treat CRS enrolled patients.

For more information about specific eligible conditions and covered services, please contact the CMDP Medical Services Department. CMDP Medical Services will assist providers in identifying CMDP members who may be eligible for CRS. Once CRS determines the child medically eligible, the child is enrolled in CRS. CRS enrolled members must receive CRS covered services through CRS providers.



**CHAPTER APPENDIX**

**Exhibit 410-1 AHCCCS Certificate of Necessity for Pregnancy Termination**

**Exhibit 430-1 Arizona Health Care Cost Containment System (AHCCCS) Periodicity Schedules**

- EPSDT Periodicity Schedule
- Dental Periodicity Schedule
- Vision Periodicity Schedule
- Hearing and Speech Periodicity Schedule

**Childhood and Adolescent Immunization Schedule**

**Recommended Childhood Immunization Schedule 2007, US.**

- Ages 0-6 years
- Ages 7-18 years
- Children and Adolescents who state late or who are more than 1 month behind

**Exhibit 430-3 AHCCCS Certificate of Medical Necessity for Commercial Oral Nutritional Supplements**

**CMD-013 DES/CMDP Physician's Certification of Medical Necessity**

**CMD-026 DES/CMDP Prior Authorization for Therapies**

**CMD-026-A DES/CMDP Prior Authorization for Medical/Surgical Services**

**CMD-026-B DES/CMDP Prior Authorization for Medical Equipment and/or Supplies**

**CMDP Extension Notice for PA Request**

**CMD-078 DES/CMDP CMDP Family Planning Services**

**CMD-1006A DES/CMDP Dentist's Certification of Medical Necessity**

**Factors for Consideration in Determining Appropriateness of Orthodontic Services (Braces) for a Child in Foster Care**

**CMDP Prior Authorization Form for Non-Formulary and Specialty Medications**

## Pharmacy

### CMDP Preferred Medication List (PML)

## Chapter 6

### Behavioral Health

Behavioral health services in the State of Arizona are a carve-out service administered by Arizona Department of Health Services (ADHS), Division of Behavioral Health Services (DBHS). ADHS/DBHS contracts with community based organizations, known as Regional Behavioral Health Authorities (RBHAs) to administer behavioral health services throughout the State. RBHAs function in a fashion similar to a health maintenance organization.

Medicaid (TXIX) funds are paid by AHCCCS to ADHS/DBHS for distribution to the RBHAs to provide covered behavioral health services to AHCCCS (Title XIX) and KidsCare (Title XXI) members. RBHAs contract with a network of service providers to deliver a full range of behavioral health care services, including prevention programs for adults and children, a full continuum of services for adults with substance abuse and general mental health disorders, adults with serious mental illness, and children with serious emotional disturbance. The State is divided into six geographical service areas (GSAs) served by four Regional Behavioral Health Authorities (RBHAs).

#### Regional Behavioral Health Authorities (RBHA)

RBHA	Counties Served	Member Services Telephone #
CPSA (Community Partnership of Southern Arizona)	Cochise, Greenlee, Graham, Pima, Santa Cruz	(800) 771-9889
CENPATICO	Gila, LaPaz, Pinal, Yuma	(866) 495-6738
NARBHA (Northern Arizona Regional Behavioral Health Authority)	Apache, Coconino, Mohave, Navajo, Yavapai	(800) 640-2123
ValueOptions	Maricopa	(800) 564-5465

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In order to facilitate a member's access to behavioral health services, the appropriate RBHA member services number should be contacted.

**AZ Department of Behavioral Health - 24 Hour Urgent Response**

Most CMDP children and adolescents should have been evaluated and enrolled in the RBHA at the time of removal from their home. The RBHA is responsible for responding to **Urgent** referrals for all children who are taken into custody of the Department of Economic Security/Child Protective Services (DES/CPS) within 24 hours of notification that they are or will be removed from their home. RBHA services for CMDP members do not depend on TXIX (Medicaid) or TXXI (KidsCare) eligibility. The CPS Custodial agency representative assists in enrolling a child/youth with a RBHA.

Children/youth in foster care have a high prevalence of behavioral health disorders. Quality of care issues may exist when a child/youth is not receiving services through the RBHA. This limits their access to comprehensive behavioral health planning and services as well as family-directed case planning.

## AHCCCS (Title XIX) and KidsCare (Title XXI) Members

### Referrals

The PCP must ensure that developmental and behavioral health screenings are completed for members up to 21 years of age in compliance with the federal EPSDT Program. The CMDP Behavioral Health Coordinator ensures the initiation, coordination, and follow-up of behavioral health referrals of these members to the RBHA, when determined necessary through the EPSDT screening process. Members may access the RBHA system by referral from the PCP, State agencies, schools, or other service providers. Members may also self-refer.

### Services

- a. Behavior Management (behavioral health personal assistance, family support/home care training, self-help/peer support)
- b. Behavioral Health Case Management Services (limited)
- c. Behavioral Health Nursing Services
- d. Emergency Behavioral Health Care
- e. Emergency and Non-Emergency Transportation
- f. Evaluation and Assessment
- g. Individual, Group and Family Therapy and Counseling
- h. Inpatient Hospital Services
- i. Non-Hospital Inpatient Psychiatric Facilities (Level I residential treatment centers and sub-acute facilities)
- j. Behavioral Health Residential Services, Level 2 and Level 3
- k. Laboratory and Radiology Services for Psychotropic Medication Regulation and Diagnosis
- l. Opioid Agonist Treatment
- m. Partial Care (Supervised day program, therapeutic day program, and medical day program)
- n. Psychosocial Rehabilitation (living skills training; health promotion; supportive employment services)
- o. Psychotropic Medication
- p. Psychotropic Medication Adjustment and Monitoring
- q. Respite Care (with limitations)
- r. Rural Substance Abuse Transitional Agency Services
- s. Screening
- t. Therapeutic Foster Care Services

AHCCCS eligible members placed out of the State of Arizona for behavioral health treatment purposes receive behavioral health services through the RBHA's contracted providers in the child's last Arizona County of residence.

### Procedure for PCP referral to behavioral health services through the RBHA System

The CMDP Behavioral Health Coordinator (BHC) may assist the Primary Care Provider (PCP) with coordinating the transition of behavioral health care. This occurs when a PCP has initiated medication management services to treat behavioral health disorders, and it is subsequently determined by the PCP that the member should be transferred to the Regional Behavioral Health Authority (RBHA) for evaluation and/or continued management services for complex behavioral health disorders.

If the member is not already RBHA enrolled, the PCP may arrange for a referral directly to the RBHA. The CMDP BHC or the member's custodial agency representative may assist in completing the (ADHS) referral form, see Chapter 6 Appendix, to the RBHA. This form specifies if ongoing RBHA services are indicated.

### Coordination of behavioral health services between the PCP and RBHA

CMDP requires the PCP to respond to the RBHA provider's request for medical records pertaining to Title XIX (AHCCCS) and TXXI (KidsCare) enrolled members within 10 business days of receiving the request.

The behavioral health information received from the RBHA is to be placed in the member's medical chart or may be kept in a labeled file that is associated with the member's medical record as soon as one is established, regardless if the PCP has seen the member. CMDP requires the PCP to document or initial the medical record signifying review of member's behavioral health information that has been received from the RBHA. For additional information, please contact the CMDP Behavioral Health Coordinator.

## Psychiatric Consultations

### For non-TXIX (State only) members

- The BHC provides an initial prior authorization for a psychiatric consultation
- The behavioral health provider submits supporting documentation to establish medical necessity for continued authorization of the psychiatric consultation to the BHC.
- The BHC reviews the submissions to determine medical necessity (under the supervision of clinical staff).
- Authorizations, per documentation of medical necessity, may be issued up to a maximum of 6 months.
- Authorization renewals are based on ongoing documentation of services delivered, eligibility, and medical necessity for continuation of psychiatric consultations and behavioral health services. (See Prior Authorization for Outpatient Psychiatric and Psychological Services Policy.)

### For TXIX Members

There are two (2) types of psychiatric consultations available

- General Psychiatric Consultations; and
- Face-to-Face Psychiatric Consultations
- RBHAs must make available general and/or one-time face-to-face psychiatric consultations upon request of the CMDP Health Plan PCPs.
- The request for consultation is coordinated through the RBHAs Members Services Department (see list of member services numbers on Chapter 6, page 1).
- In addition to the provider manual, CMDP provides information regarding behavioral health referrals and consultation procedures through CMDP correspondence such as the provider manual, provider newsletter, CMDP website, and on-site visits by CMDP's provider services staff.
- RBHAs are obligated to offer psychiatric consultation services and must provide direct and timely access to behavioral health medical practitioners (physicians, nurse practitioners and physician assistants) or other behavioral health practitioners if requested by the PCP.

### General Psychiatric Consultations

- Behavioral health medical practitioners must be available to the CMDP Health Plan PCPs to answer diagnostic and treatment questions of a general nature which are usually conducted over the telephone between the PCP and the behavioral health medical practitioner.
- The General Psychiatric Consultation are usually conducted over the telephone between the PCP and behavioral health medical practitioners and or not person specific.

## CMDP PROVIDER MANUAL

### Face-to-Face Psychiatric Consultations

Must be available upon request by the CMDP members' PCP.

- Face-to-Face Consultations are completed to clarify the CMDP members diagnosis and/or make recommendations for treatment with the expectation that the PCP will continue to manage a person's medications if appropriate.
- The PCP must have seen the member prior to requesting a face-to-face psychiatric consultation with the behavioral health provider.

### **Psychotropic Medications**

PCPs may provide medication management services (prescriptions, medication monitoring visits, laboratory and other diagnostic tests necessary for diagnosis and treatment of behavioral disorders) to members with diagnoses of depression, anxiety and attention deficit hyperactivity disorder (ADHD). CMDP makes available on the Preferred Medication List (PML) medications for the treatment of these disorders. When the PCP is managing one of the above medical conditions, it is not necessary to refer the member to the RBHA or a psychiatrist. Medications prescribed by the PCP for AHCCCS and non-AHCCCS members should be filled by a CMDP contracted pharmacy.

If a RBHA network provider has prescribed a behavioral health medication for an AHCCCS (Title XIX) or KidsCare (Title XXI) member, this medication must be filled by a RBHA contracted pharmacy, using the **RBHA ID number** and not the CMDP ID card.



### **Transportation to behavioral health providers**

Transportation to behavioral health providers is the responsibility of the Regional Behavioral Health Authority (RBHA) for members enrolled in the RBHA, if the foster caregiver is unable to provide transportation. After the member is enrolled in the RBHA, the RBHA becomes responsible for arranging non-emergency transportation and emergency transportation, when there is an imminent threat of harm to the child if care is not rendered expeditiously. CMDP is responsible for transporting the member to the first appointment with the RBHA, if necessary. If there is any question about responsibility for transportation to behavioral health providers, contact a CMDP Behavioral Health Coordinator.

### **Emergency Services**

CMDP is responsible for providing up to 72 hours inpatient emergency behavioral health services to members with psychiatric or substance abuse diagnosis who are not enrolled in the RBHA. CMDP Behavioral Health Coordinator will assist in initiating a referral to the RBHA for evaluation and behavioral health eligibility as soon as possible after admission.

### **Appeal of a Denied Service**

#### Outpatient Services

If an outpatient service (e.g., psychiatric care) is denied by the RBHA, refer to the RBHA's appeal process for assistance. If you need assistance, please contact the CMDP Behavioral Health Coordinators.

#### Inpatient Services

If inpatient admission is denied by the RBHA, call the CMDP Behavioral Health Coordinators or the child's custodial agency representative. If the patient is non-AHCCCS (non-Title XIX, non-Title XXI, State only), CMDP will provide Behavioral Health services until the member is eligible for AHCCCS (Title XIX) and enrolled in the RBHA.

## **Non-AHCCCS (Title XIX) and Non-KidsCare (Title XXI) (State Only) Members**

Non-AHCCCS eligible (Non Title XIX/XXI) (State only) members receive medically necessary services directly through CMDP registered behavioral health providers. A prior authorization is required and the CMDP Behavioral Health Coordinator must assist in arranging these services. These services are regularly reviewed by CMDP to assure that it is delivered in the most appropriate level of care and least restrictive setting. Additional behavioral health services may be provided by the custodial agencies, such as CPS. CMDP provides medically necessary behavioral health services for non-AHCCCS eligible (state only), members in foster placement outside the State of Arizona.

### Behavioral Health General Information

#### CMDP Provider Intake Standards

All Behavioral Health Professionals are requested to adhere to the following AHCCCS mandated standards:

- Children presenting for inpatient hospitalization or emergency services must be assessed within twenty-four (24) hours of notification of the emergency.
- Children referred for non-emergent services must be assessed within seven days of the referral.

#### Referrals

To obtain behavioral health services for a non-AHCCCS (non-Title XIX, non-Title XXI) child through the Preferred Provider Network, call the CMDP Behavioral Health Coordinator for assistance.

#### Services

The following behavioral health services are covered for non-AHCCCS (non-Title XIX, non-Title XXI) eligible members, when **prior authorized** by CMDP:

- Inpatient psychiatric hospitalization
- Outpatient psychiatric treatment
  - a. Psychiatric Evaluations
  - b. Individual, Family, and Group therapy (with member present)
- Medication monitoring

#### Providers

CMDP reimburses Behavioral Health Professionals who deliver authorized covered services.

#### Appeal of a Denied Service

For appeal process please refer to Chapter 10.

## **Out of State Members Non-AHCCCS (Title XIX) and Non-KidsCare (Title XXI)**

### Referrals

To obtain behavioral health services for a child placed in foster care outside the State of Arizona, call the CMDP Behavioral Health Coordinators for assistance.

### Services

The following behavioral health services are covered for members placed in foster care outside the State of Arizona and must be prior authorized by CMDP:

- Inpatient psychiatric hospitalization
- Outpatient psychiatric treatment
  - a. Psychiatric Evaluations
  - b. Individual, Family, and Group therapy (with member present)
- Medication monitoring

Additional services may be covered for certain members placed out of state on a case-by-case basis. The CMDP Behavioral Health Coordinator will work with the member's (custodial agency representative and the out of state courtesy custodial agency) representative to arrange for behavioral health services.

### Providers

CMDP can only reimburse providers who are registered by CMDP.

### Appeal of a Denied Service

For appeal process please refer to Chapter 10.

### Claims

See the Claims section of this Provider Manual (Chapter 9) for claims coding instructions for behavioral health services.

## CMDP PROVIDER MANUAL

### **The CMDP Behavioral Health Coordinator Role**

CMDP Behavioral Health Coordinator are responsible for:

- Assisting providers in accessing behavioral health services for which their patients may be eligible.
- Communicating with custodial agency's representative, Probation/Parole Officers, and DCYF Mental Health Specialists regarding the delivery of behavioral health services to CMDP members, including psychotropic medication monitoring and medication overrides when appropriate.
- Assisting custodial agency representatives in arranging for covered services for CMDP members who are placed out of state.
- Arranging covered services for non-Medicaid (non TXIX) eligible CMDP members in Arizona who require behavioral health services.
- Monitoring inpatient hospital stays of all CMDP members.
- Communicating service plan information from Behavioral Health Professionals to PCPs.

### **CMDP BEHAVIORAL HEALTH COORDINATORS**

**Annette Sims or Lynda Capel**

(602) 351-2245 or (800) 201-1795 ext 13777.

**CHAPTER APPENDIX**

**PM Form 3.3.1 ADHS/DBHS Referral for Behavioral Health Services**

## Chapter 7

### Clinical Guidelines

CMDP has established a Quality Management/Process Improvement (QM/PI) program to monitor, evaluate, and improve the continuity, quality, accessibility, and availability of health care and services provided to all its members. The program is designed to assess member's care, delivery systems and satisfaction while optimizing members' health outcomes and managing medical resources. QM/PI is a plan-wide endeavor, involving the integration of QM/PI activities with other systems, processes and programs throughout the health plan and the child welfare system.

The QM Department is responsible for the development of clinical guideline and policies related to quality management. Whenever possible, CMDP adopts clinical guidelines from national organizations known for their expertise in the area of concern. Clinical guidelines are included in this provider manual, and are available at [www.azdes.gov/cmdpe/](http://www.azdes.gov/cmdpe/). Providers may also request copies from their Provider Services representative.

Guidelines include:

- Considerations for Routine Circumcision while in Foster Care
- Use of FluMist
- Use of Human Growth Hormone in Children
- Considerations for Wart Removal
- Vision Therapy

## Chapter 8

### MEDICAL MANAGEMENT AND QUALITY MANAGEMENT/ PERFORMANCE IMPROVEMENT (MM/QM/PI)

#### Medical Management (MM)

CMDP uses several mechanisms to manage service utilization.

#### Preferred Provider Network (PPN)

CMDP recruits PCPs and specialty physicians statewide. These providers agree to provide quality medical care to CMDP members, striving to reduce duplication of services to children and working within the regulations governing service delivery to wards of the State.

#### Prior Authorization

Prior Authorization (PA) is the act of requesting a service prior to its delivery. CMDP's PA requirements help to ensure that PPN providers are used when appropriate and available, that regulations governing service delivery to CMDP members are followed, and that care and services are coordinated and communicated to those involved. Prior Authorization nurses use InterQual criteria, AHCCCS and CMDP policy, and state regulations to guide service authorizations. Inpatient certification days are based on the PAS Western Regional 50<sup>th</sup> percentile.

Prior Authorization is generally requested via FAX to CMDP. If the patient is an eligible member and meets medical necessity criteria, a PA number will be given to your office. The service requested must be a covered service which is medically necessary, and the provider must be AHCCCS registered. The PA number should be used when submitting your claim, to ensure prompt processing. If additional documentation is needed to justify medical necessity, the provider will be asked to fax the required document(s) to CMDP. Additional information for PA requests have to be submitted to CMDP within 14 days of the request, or your PA request will be denied for lack of sufficient documentation. An extension of an additional 14 days for a total of 28 days may be requested.

#### Elective Admissions

Elective hospital admissions require PA. All laboratory and x-ray procedures required for elective inpatient or outpatient surgery shall be done on an outpatient basis within seventy-two (72) hours prior to the scheduled surgery.

#### Emergency Services

Emergency services do not require PA; however, they do require notification to CMDP [telephone: (602) 351-2245, (800) 201-1795 or fax (602) 351-8529] within these identified time lines:

- Emergency department visit-within twelve (24) hours of service delivery
- Emergency admission-within twenty-four (24) hours of admission
- Ambulance transportation-within ten (10) days of transport

## CMDP PROVIDER MANUAL

### Concurrent Review

CMDP staff conducts concurrent review weekdays between 8:00 am and 5:00 pm. Concurrent review of hospitalized members generally occurs telephonically on a daily basis between the CMDP Concurrent Review Nurse (CRN) and the utilization management/discharge planning staff of the inpatient facility. The CRN may make an on-site visit, as determined necessary, based on the member's hospital stay.

Medical Services nurses use the PAS Western Regional 50<sup>th</sup> percentile and InterQual IS (intensity of service) and SI (severity of illness) criteria, AHCCCS and CMDP policy, and state regulations to guide service delivery decisions. When the CRN determines that continued stay is no longer medically necessary, the case will be reviewed with the attending physician and the member's custodial agency representative. The attending physician may contact the CMDP Medical Director at any time to justify a medically necessary continued stay. The Medical Director may involve a peer reviewer as needed.

### Discharge Planning

The CMDP CRN also coordinates discharge planning (see above under Concurrent Review). Medical Services uses InterQual standards, AHCCCS and CMDP policy, and state regulations to guide service delivery decisions. Discharge planning begins upon admission.

### Care Coordination

CMDP's case management/care coordination functions provide added support by assisting members with health risk factors or special care needs. In addition to the member's PCP, case management is available to help members use medical, social or community resources effectively with the aim of gaining self-management of their condition and optimizing medical and cost effectiveness. Medical Care Coordinators within the Medical Services Unit are responsible for carrying out the case management function under the direction of the Medical Services Manager and the Medical Director.

Case management is available to all CMDP members. Typical candidates include special needs children and youth, include, but are not limited to:

- Members entering out-of-home placement who are known to be under-immunized or lacking immediate medical or behavioral health services
- Members with mental and behavioral health disorders
- Medically complex or fragile infants/children/youth
- Pregnant members
- Members with known HIV and/or STDs
- Substance Exposed Newborns (SENs)
- Members with known or at-risk of developmental delays and for whom use of the PEDS Tool is appropriate
- Members with serious or chronic conditions such as Asthma
- Non-compliance with treatment or appointments
- Identifying members transitioning to another AHCCCS health plan and coordinating services to ensure a smooth and uninterrupted transition



## CMDP PROVIDER MANUAL

CMDP has the ability to track and monitor special needs members through an integrated information system and online access to the Arizona State Immunization Information System (ASIIS) system to determine immunization status, forecast due/past due immunizations and enter historical immunization data into the system. Each Early, Periodic, Screening, Diagnosis and Treatment (EPSDT) visit is assessed for potential referral; e.g., oral health, CRS, DDD, ALTCS, AzEIP, Head Start and all subspecialty referrals. Members are entered into a database for monitoring and follow up. These are tracked until assured that the appointment has occurred at which time we consider it a closed item. Members who are noncompliant are identified and their case managers are contacted and a provider is identified and notified. If you have a CMDP member who would benefit from this care coordination, please contact Medical Services.

“Emergency medical condition” is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in:

- Placing the patient’s health in serious jeopardy
- Serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.

### Medical Director Review

The CMDP Medical Director is involved in all cases when Medical Services staff questions the appropriateness of care, or when services do not or no longer meet medical necessity for authorization or certification criteria. Only the Medical Director can deny, reduce, suspend, or terminate services. Any provider delivering care to a CMDP member may contact the Medical Director by calling CMDP Medical Services Unit. The Medical Director and CMDP staff also works with a contracted dental consultant. The CMDP Dental Consultant assists in identifying high quality, cost-effective, and appropriate services for CMDP members.

### Retrospective Claims Review

Claims are selected for retrospective review according to written criteria. A nurse, and/or the Medical Director review criteria reflecting high cost, questionable billing practices, or excessive utilization. CMDP may recoup money inappropriately paid, after notice to the involved provider. The provider has the opportunity to appeal CMDP’s recoupment decision.

### Provider Education

CMDP may prepare periodic provider profiles, based on claims or other data, comparing individual provider utilization for selected categories of service (i.e., number of specialty referrals, inpatient admissions, non-generic scripts) to other providers statewide. The purpose of this provider profiling is to provide feedback to providers about their practice patterns related to services delivered to CMDP members. If services provided are contrary to CMDP standards compared to other physicians of the same specialty, the Medical Director may discuss this with the provider to determine alternatives.

**CMDP also distributes a quarterly Provider Newsletter to update providers about CMDP procedures and other helpful tips.**

## Quality Management/Performance Improvement (QM/PI)

### QM/PI Committee

CMDP maintains a Quality Management/Performance Improvement Committee. The Committee is chaired by the Medical Director and meets quarterly to approve medical policy and set the agenda for clinical studies and quality improvement activities. If you would like to join CMDP's QM/PI Committee, please contact the Medical Director, or the Manager of Medical Services. Annually, CMDP evaluates its Quality Management/Performance Improvement Program to determine its effectiveness and select quality improvement studies for the upcoming year.

### Peer Review

The Peer Review process is conducted as a supportive process to improve quality of medical care and services provided to CMDP members. The Peer Review process is under the leadership of the QM/PI Committee Chairperson (Medical Director) and is conducted under applicable state and federal laws and protected by the immunity and confidentiality provisions of these laws.

CMDP's Peer Review process focuses on the issue identified and, with the Quality Management/Performance Improvement Department, integrate utilization management, quality issues, medical necessity, cost, and case management.

CMDP providers are responsible for delivering medically necessary services to members, in compliance with AHCCCS and other appropriate guidelines. CMDP reviews potential quality of care issues by utilizing the Peer Review process. The QM/PI Committee in executive session evaluates potential quality of care issues and makes recommendations. These recommendations may include, but are not limited to, corrective action plans, and external peer review and/or provider disciplinary action. A provider may dispute a decision or recommendation, made by the QM/PI Committee, to reduce, suspend, or deny provider privileges. The provider may request a review of the QM/PI Committee's decision. Should you have any questions regarding the Peer Review process, please contact the Medical Services Department.

### Customer Satisfaction

As part of Quality Management/Performance Improvement, CMDP conducts periodic member and provider satisfaction surveys. Results are used to address areas where improvement is needed.

### Medical Record Audits

CMDP Medical Services' nurses periodically conduct medical record and EPSDT audits in compliance with the standards found in the AHCCCS Medical Policy Manual. This information is used to conduct Performance Improvement Projects, review referral patterns, PA requests and may offer opportunities to educate providers and their office staff about CMDP policies and standards.

## **Chapter 9**

### **CMDP CLAIMS**

#### **Introduction to the CMDP Claims Unit**

The CMDP Claims Unit processes claims submitted by providers to CMDP.

This section explains:

- How claims must be submitted (forms, codes, documentation required, and timely filing).
- How claims are adjudicated and paid.
- How to read the remittance advice.
- How to resubmit a claim.
- How to request reconsideration of a processed claim.
- How to query CMDP regarding the status of your claim.

This section also includes:

- CMDP claims policy.
- Special codes used to submit claims for EPSDT, Therapy, and Behavioral Health services.
- Sample completed claim forms.
- Tips on avoiding common billing errors.

## Claim Forms

Specific types of claim forms are required for reporting different types of health care services.

- Medical services are filed on the standard CMS 1500 (08/05) claim form. Medical services include services provided by physicians, laboratory and radiology facilities, durable medical equipment providers, infusion and home health providers, and other practitioners.

October 1, 2006-March 31, 2007: Provider can use either the current (12/90) version or the revised (08/95) version of the 1500 claim form.

Effective April 1, 2007, provider must use the (8/05) version of the 1500 claim form. All rebilling of claims should use the revised (08/05) form from this date forward, even though earlier submissions may have been on the current (12/90) 1500 claim form.

- Inpatient, outpatient, and emergency room facility claims are filed on a standard UB-92 claim form.
- Dental claims are filed on the ADA 2006 universal form effective January 1, 2007.

All claims submitted on hard copy should be original copies and must be legible and suitable for microfilming for permanent record retention. Illegible or poor quality claims will be returned unprocessed. **Claims may not be submitted via facsimile machine (fax).** In addition, claims will be denied (unaccepted) if required documentation is missing. In preparing the claim form, please leave the upper middle and right side of the claim form blank for use in numbering of the claim. This area is the blank space immediately above the solid blank line and contains the words "HEALTH INSURANCE CLAIM FORM."

All claims require your provider AHCCCS ID number along with your National Provider Identifier (NPI).

On January 23, 2004, the final rule for the National Provider Identifier (NPI) was published. As a result, CMS started assigning NPI numbers to providers. CMDP will require the NPI to be used as the healthcare provider identifier in all claim submissions beginning May 23, 2007.

## CMDP PROVIDER MANUAL

### Coding Used

CMDP accepts the national standardized coding which includes; Current Procedural Terminology, (CPT Expert); International Classification of Diseases, 9th Revision (ICD-9); HCFA Common Procedure Coding System (HCPCS); and the American Dental Association's (ADA) Current Dental Terminology, Forth Edition (CDT-4).

- CPT - reporting medical services and procedures performed by physicians
- ICD-9-CM- reporting diagnoses/conditions, report out to the 4<sup>th</sup> or 5<sup>th</sup> digit
- HCPCS - reporting non-physician procedures, such as ambulance services, durable medical equipment and specific supplies
- ADA - reporting of dental procedures
- Immunizations covered under the Vaccines for Children (VFC) Program. Use EPSDT procedures in box 24d with any appropriate modifier when needed, (use SL modifier with VFC Vaccine), on CMS-1500 (08/05) form

90633	90655	90707	90723
90634	90656	90713	90732
90645	90657	90714	90734
90646	90658	90715	90647
90669	90716	90743	90744
90648	90700	90718	90747
90649	90701	90720	90748
	90702	90721	

**Providers must not use immunization administration CPT codes 90465, 90466, 90467, 90468, 90471, 90472, 90473 and 90474 when billing for vaccines under the federal Vaccines for Children (VFC) Program.**

- To begin billing for the Developmental Screening using the PEDS (Parents' Evaluation of Developmental Status) Tool, the provider must have completed training ([www.azaap.org](http://www.azaap.org) under the PEDS heading) and AHCCCS has been notified of the training.
- Use code 96110 with an EP Modifier

**The PEDS Interpretation and the PEDS Score forms need to be submitted with the claim for processing. Claims will be denied if the forms are not attached when processing the claim.**

**Members Identification Number**

This unique identifying number is assigned by CMDP and may be found on the member ID card.

**Provider Identification Number**

The Provider identification number is the AHCCCS Provider Registration Number. All CMDP Providers, including out of state, must be AHCCCS Registered.

Effective May 23, 2007 CMDP will require the National Provider Identifier (NPI) to be used as the healthcare provider identifier in all claim submissions. **Claims submitted without an NPI will be denied.** Additional information about NPI can be found at [www.cms.hhs.gov/hipaa/hipaa2](http://www.cms.hhs.gov/hipaa/hipaa2). This site contains frequently asked questions and other information related to the NPI and HIPAA standards.

AHCCCS has established an electronic mailbox for providers to forward a copy of their NPI notification via e-mail. The AHCCCS provider ID number also needs to be included in the e-mail for identification purposes. The e-mail address is: [ID@azahcccs.gov](mailto:ID@azahcccs.gov). CMDP also asks when you provide this information to AHCCCS; you also fax it into CMDP's Provider Services at (602) 264-3801.

**Submission Address**

Claims should be submitted to:

**DES/CMDP  
Site Code 942C  
P.O. Box 29202  
Phoenix, Arizona  
85038-9202**

**Documentation required to pay claims**

The CMS 1500 (08/05) claim form requires the following documentation as applicable:

- EPSDT Form (for appropriate age group)
- PEDS Interpretation and PEDS Score
- Ambulance trip report

The UB-92 claim form requires the following **inpatient** documentation for **medical review**:

- Admission sheet (Face sheet)
- Admission history and physical
- Discharge summary or an interim summary, if claim is split
- Operative reports
- Labor and delivery report
- Emergency record, if admission was through the emergency room
- Observation progress notes and physician orders
- Itemized statement
- Inpatient progress notes for acute and critical care

The UB-92 claim form requires the following Hospital inpatient **interim** documentation for **medical review**:

- Itemized statement
- Interim summary
- Operative reports
- Labor and delivery report
- Progress notes, physician orders

Dentist may be requested to submit the following documentation:

- Narrative for unauthorized procedures requiring authorization
- X-rays for pretreats and retro-review claims

### Claims Filing Time Limits

Providers are encouraged to bill for services as soon as possible after the services have been provided. Claims must be initially filed within six (6) months from the date of service. A **"clean claim"**\* must be filed within twelve (12) months of the date of service. CMDP will adjudicate "clean claims" within 30 to 45 days of receipt.

Claims lacking information necessary for entry into our data processing system will be denied, a remittance advice will be mailed explaining reason of denial. When resubmitting your claim with the corrected information, write the CRN number on the claim being resubmitted and include a copy of the remittance advice as proof of prior submission. CMDP will honor the received date of the original claim as long as all other timely filing criteria are met. (See section on resubmission on Chapter 9, page 11.)

**\*A "clean claim" is defined as a claim that includes all necessary documentation for adjudication and for which the initial submission is received within six (6) months from the date of service.**

### Coordination of Benefits (COB)

CMDP, as an AHCCCS contractor is the payor of last resorts. Providers are required to bill any known primary insurer prior to submitting a claim to CMDP. Upon receipt of reimbursement or denial from the third party, submit the claim and the explanation of benefits (EOB) from the third party to CMDP.



## **Adjudication**

When adjudicating claims, the system confirms that a provider ID, member ID, date(s) of service, diagnosis codes, procedure/revenue codes, and billed charges are present on the claim. These data elements, as applicable, are required on all claims.

After editing for completeness and accuracy of the data submitted, the system reviews the data to ensure that data fields are valid. The system edits ensure that:

- Member is on file, eligible and entitled to the service. If a provider has questions about a child's eligibility, he/she should contact the CMDP Member Service Unit prior to the appointment
- Valid AHCCCS/CMDP provider ID number
- The Provider is currently registered with CMDP and the registration allows billing for services rendered. If providers have questions about their CMDP registration, they should contact the Provider Services (602) 351-2245 or (800) 201-1795
- The service was covered by CMDP on the date(s) it was delivered
- Diagnosis and procedure(s) are valid for the date(s) of service
- The UB-92 tier hierarchy for processing claims is applied

Another set of edits assures that the claim complies with CMDP policy requirements. These include:

- Prior Authorization (PA) is obtained if required
- The service is allowed for the member's age and gender
- The claim is reviewed by CMDP medical staff before payment, if required

The final step in the review of the claim is an audit process to assure that reimbursement for the service has not been previously paid or does not exceed service limitations. The claims system audits for duplicates where the member, provider, dates of service, and procedure/diagnosis are the same on a paid claim and the claim being reviewed.

## CMDP PROVIDER MANUAL

### **Payment (Fee Schedule Information)**

By state law, CMDP is required to pay according to AHCCCS fee-for-service fees. "By Report" fees are established according to usual and customary rates. Providers desiring a copy of the CMDP/AHCCCS fee schedule pertaining to their medical specialty may request the applicable section(s) by calling (602) 351-2245, or (800) 201-1795. This information can also be found on the AHCCCS website [www.azahcccs.gov](http://www.azahcccs.gov) or in writing to:

**Provider Services, Site Code 942C  
Comprehensive Medical and Dental Program  
P.O. Box 29202  
Phoenix, Arizona 85038-9202**

## Billing for Services

Medical services billed on the CMS 1500 (08/05) are reimbursed at the AHCCCS fee for service schedule.

Inpatient hospital services billed on the UB-92 are reimbursed at the facility's tiered per diem rate. The tiered per diem system consists of the following service tiers: Maternity, NICU, ICU, Surgery, Psychiatric, Nursery and Routine. An inpatient claim may split across no more than two tier levels.

For dates of service prior to 7/01/05 CMDP reimburses in state, non-IHS hospitals for outpatient services billed on a UB claim form by multiplying covered charges by the hospital-specific outpatient cost-to-charge ratio.

For dates of services on or after 7/01/05 CMDP reimburses in state, non-IHS hospitals for outpatient services billed on a UB claim form using the AHCCCS Outpatient Hospital Fee Schedule. The Outpatient Hospital Fee Schedule will provide rates at the procedure code level, and Surgery/Emergency Department (ED) services will be bundled similar to Medicare for payment purposes.

Effective July 1, 2005 for dates of service on or after 7/1/05 anesthesia providers were required to start billing claims with minutes instead of units.

For listing of revenue codes that are bundled with Surgery and ED refer to the AHCCCS Fee-For-Service Provider Manual at [www.azahcccs.gov](http://www.azahcccs.gov) Chapter 11.

Quick pay discounts and slow pay penalties are applied to in state, non-IHS general acute hospital, outpatient UB-92 claims according to AHCCCS/CMDP policy.

If none of the above pricing methodologies apply, the claim is manually priced, generally at 65 % of covered billed charges.

Please be sure to include your federal taxpayer I.D. number on all claims.

**An AHCCCS Provider Identification Number (PIN) must be included in section 33 on the CMS 1500 claim forms.**

**Effective May 23, 2007 provider must submit claims with a National Provider Identifier (NPI) number in section 33a and an AHCCCS Provider Identification Number (PIN) in section 33b on the CMS 1500 (08/05) claim forms.**

### **Remittance Advice**

For an explanation of fields found on remit and a review of pay, pend, and deny codes, see sample in the Chapter 9 Appendix.

### **Billing for Air and Ground Ambulance Service**

Claims for ground and air ambulance service must be billed on the CMS 1500 (08/05) claims form. Emergency transportation does not require prior authorization. However, providers must mark the emergency field (Field 24I) to indicate emergency services on each applicable line. All other transports except 911 require the provider to notify CMDP within 10 day of the transport or the claim will be denied. Refer to [www.azahcccs.gov](http://www.azahcccs.gov) Chapter 14 for examples.

Emergency air and ground ambulance claims are subject to medical review. Claims must be submitted with documentation of medical necessity and a copy of the trip report evidencing:

- Medical condition, signs and symptoms, procedures, treatment
- Transportation origin, destination, and mileage (statute miles)
- Supplies
- Necessity of attendant, if applicable

Claims submitted without such documentation are subject to denial.

## Resubmission

Providers are informed through a remittance advice on the disposition of a claim. Claims are denied when submitted with incomplete and/or inaccurate information. Providers have 12 months from the date of service to resubmit a denied claim using the following process.

### CMS 1500 (08/05)

- Submit an entire **new claim** to CMDP.
- Stamp or write on the top of the new claim **“Resubmission”**
- Write the CRN number on the new claim.
- Attach a copy of the remittance advice that indicates the original denial reason.
- Attach all required documentation. This includes the documentation originally submitted and any additional documentation requested by CMDP.

### Dental Claims ADA 2006

Use one of the following methods to resubmit denial dental claims.

- Providers should make the necessary corrections to the ORIGINAL claim form, and attach any necessary documentation and a copy of the remittance advice when resubmitting the dental claim.
- If necessary, attach documentation that explains the reason you believe the original claim was incorrectly denied.

### **Claims Status Queries**

Providers can now verify claim status via the CMDP website at [www.azdes.gov/dcyf/cmdpe](http://www.azdes.gov/dcyf/cmdpe). The CMDP Claims Unit can also identify payment status of your claim. Staff is available by phone Monday thru Friday from 8:00am to 5:00 pm by calling (602) 351-2245. The Provider Service staff can also answer questions regarding pended or denied claims. Please have available:

- Name/ID# of CMDP member
- Name/ID# of CMDP provider
- Date of service
- Claims Reference Number (CRN)

### **Fraud and Abuse**

Claims are examined for the sequencing and timing of a member's particular claims to determine if the claims are consistent with sound medical practice. If discrepancies are identified, a provider may be referred to the Fraud and Abuse Unit or Quality Management for further investigation.

### **Claims Disputes**

Provider may request review of a claim denial or adjudication for reconsideration with a cover letter containing the reasons for review. Enclose a new claim, with all supporting documentation with copy of remittance advice for claim being disputed. Mail your request to:

**Arizona Department of Economic Security  
CMDP-942C  
Attn: Grievance Coordinator  
P.O. BOX 29202  
Phoenix, AZ 85038-9202**

Providers have 12 months from the date of service to either dispute the processing of the claim or to file a claim dispute. Please see Chapter 10 for instructions on the grievance procedures. A request for review of a claim does not constitute a grievance.

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### **CMDP Claims Policy**

The following CMDP policies affect claims processing. You may request a copy of any of these CMDP policies by calling the Provider Service Department.

#### Missed Appointments

**CMDP does not pay for missed appointments.** Foster caregivers are requested to notify providers at least one day in advance when a foster child is unable to keep an appointment. Please inform CMDP Provider Services if a foster child repeatedly fails to appear for appointments. CMDP will make every effort to rectify the problem.

#### Prior Authorization Required:

See Chapter 5, PA section of this Manual for further discussion of CMDP/PA requirements.

- All rentals of Durable Medical Equipment, greater than \$300.00
- Medically necessary transportation
- Specialty treatment referrals (First consultation does not require a PA)
- Therapy treatment services (PT, OT, Speech)
- Diagnostic testing: MRI, BAER, EEG, EMG, CT scan, EKG (echocardiogram) dialysis etc.
- Surgeons must obtain separate PA from that of hospital
- Ambulatory surgery centers need separate PA from physicians
- All inpatient hospital stays
- Total OB Package
- All Behavioral Health Services: Non AHCCCS, Non Title XIX, Title XXI (State Only)
- All orthodontia

**Issuance of an Authorization does not guarantee payment. The medical condition for which the authorization was issued must be supported by medical documentation, and the claim must be otherwise clean and timely submitted. Should you have any questions please contact CMDP Medical Services Unit at (602) 351-2245 or (800) 201-1795.**

#### Out of state coverage

A member who is temporarily out of the state is entitled to receive benefits under any of the following conditions:

- Medical services are required because of a medical emergency.
- The member requires a particular treatment that can only be obtained in another state.
- The member has a chronic illness necessitating treatment during a temporary absence from the state or the condition must be stabilized before returning to the state.

### **Filing Tips for Timely Filing**

Provider will receive more accurate and timely claims payment if these guidelines are as followed:

- Do not bill for routine office supplies such as cotton swabs, bandages, syringes, etc. These are considered "stock" supplies normally included in the office fee and are not reimbursed separately. Non-routine supplies must be billed with the appropriate HCPCS code.
- Bill anesthesia claims with the appropriate American Society of Anesthesiologists (ASA) code. Effective July 1, 2005 for dates of service on or after 7/01/05, anesthesia providers will be required to bill anesthesia minutes instead of units. This change will only impact the reporting of data. Reimbursement of claims will still be calculated using units.
- Submit separate claim for each member.
- Submit a separate claim for each provider.
- **Use your AHCCCS provider ID number (PIN#) and your National Provider Identifier (NPI#).**
- Ensure claims are legible.
- Include an Explanation of Benefits from other insurance, if applicable.
- Do not fax copies, as these are not considered an original document for processing.



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### Claims Submission Instructions

#### CMS 1500 (08/05)

The following table outlines information that must be provided on the CMS 1500 (08/05) claim form. The boxes listed in the table correspond to the boxes on the CMS 1500 (08/05) form. A sample CMS 1500 (08/05) form is also included.

<b>CMS1500 (08/05) Box Number</b>	<b>Information Required</b>
1	Program Block
1a	Member's CMDP I.D. Number ( may be obtained from the members roster or member identification card)
2	Member's Name
3	Member's Date of Birth and Sex
5	Members Address NOT required
9	Other Insured's Name
9a	Other Insured's Policy or Group Number
9b	Other Insured's Date of Birth and Sex
9c	Employer's Name or School Name
9d	Insurance Plan Name or Program Name
10	Is Patients Condition related To: Check appropriate box
11	Insured's Policy Group or FECA Number
11a	Insured's Date of Birth
11b	Employer's Name or School Name
11c	Insurance Plan Name or Program Name
11d	Is There Another Health Benefit Plan?
14	Date of Illness or Injury
17	Name of Referring Provider or Other Source
18	Admission and Discharge Date of Service Related to a Hospitalization
20	Identify if Lab Work was Sent Out. Laboratory must be CLIA certified or waived.
21	ICD Diagnosis numeric (in full with leading 0 and decimal as appropriate). Narrative may be included
22	Medicaid Resubmission Code (resubmissions or Adjustments enter "A"/ Voids "V")
23	Prior Authorization Number, if applicable. If prior authorization is required for the service, failure to include this number will result in denied reimbursement or delays in processing.
24A	Date(s) of Service
24B	Place of Service
24C	Emergency
24D	CPT procedure code with any appropriate Modifier. If CPT procedure code does not apply, HCPCS codes may be used including any alpha characters and/or modifiers.
24E	Diagnosis Pointer
24F	Billed Charges
24G	Days or Units

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24H	EPSDT, Family Plan
24I	I.D. Qualifier
24J	Rendering Provider I.D. Number
25	Federal Tax I.D. Number
26	Patient's Account Number
28	Total Charges
30	Balance Due
31	Signature of Physician or Provider of Service
32	Facility Name Where the Services were Provided (e.g. name if hospital for the inpatient services, independent laboratory, etc.)
32a	National Provider Number
32b	Non - National Provider Number
33	Provider Pay to Address, CMDP provider Identification Number (PIN)
33a	National Provider Number
33b	Non - National Provider Number

**See Chapter Appendix for a completed sample of required fields for the CMS 1500 (08/05) claim form.**

## CMDP PROVIDER MANUAL

### Place of Service

Enter the two-digit code that describes the place of service.

11 Office	42 Ambulance - Air or Water
12 Patient's Residence	51 Inpatient Psych Facility
20 Urgent Care Facility	52 Psych Facility Partial Hospitalization
21 Inpatient Hospital	53 Community Mental Health Center
22 Outpatient Hospital	54 ICF/Mentally Retarded (ICF/MR)
23 ER – Hospital	55 Residential Substance Abuse Treatment Facility
24 ASC	56 Psych Residential Treatment Center (RTC)
25 Birthing Center	61 Comprehensive Inpatient Rehabilitation Facility
26 Military Treatment Facility	62 Comprehensive Outpatient Rehabilitation Facility
31 Skilled Nursing Facility	65 ESRD Treatment Facility
32 Nursing	71 State or Local Public Health Clinic
33 Custodial Care Facility	72 Rural Health Clinic
34 Hospice	81 Independent Laboratory
41 Ambulance – Land	99 Other Unlisted Facility

# CMDP PROVIDER MANUAL

## Category of Service

<b>COS Code</b>	<b>COS Description</b>
01	Medicine
02	Surgery
03	Respiratory Therapy
05	Occupational Therapy
06	Physical Therapy
07	Speech/Hearing Therapy
08	EPSDT
09	Pharmacy
10	Inpatient Hospital (Room & Board and ancillary)
11	Dental
12	Pathology & Laboratory
13	Radiology
14	Emergency Transportation
15	DME and Appliances
16	Out-Patient Facility Fees
17	ICF
18	SNF
19	ICF/MR
20	Hospice Inpatient Care
21	Hospice Home Care
22	Home Delivered Meals
23	Homemaker Service
24	Adult Day Health Service
26	Respite Care Services
27	IHS Outpatient Services
28	Attendant Care
29	Home Health Aid Service
30	Home Health Nurse Service
31	Non-Emergency Transportation
32	Habilitation
37	Chiropractic Services
39	Personal Care Services
40	Medical Supplies
42	DD Programs (DD Day Care Programs)
44	Home & Community Based Services (other) (HCBS)
45	Rehabilitation
46	Environmental
47	Mental Health Services
48	Licensed Midwife
98	custodial agency representative

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# CMDP PROVIDER MANUAL

## Dental Claims Procedures

The service provider completes the ADA 2006 Form. All dental claims submitted to CMDP must include the following data:

	<b>Information Required</b>
1	Type of Transaction (Check all applicable boxes)
2	Predetermination/Preauthorization Number
3	Primary Payer Information Name, Address, City, State, and Zip Code
4	Other Dental or Medical Coverage? Check appropriate box
5	Subscriber Name
6	Date of Birth
7	Gender
8	Subscriber ID # ( SSN or ID #)
9	Plan/Group Number
10	Relation to Primary Subscriber (Check appropriate box)
11	Other Carrier information
12	Primary Subscriber Name and Address
13	Date of Birth
14	Gender
15	Subscriber ID #
16	Plan/Group Number
17	Employer Name
18	Patient's relationship to primary subscriber (Check appropriate box)
19	Student status, if applicable
20	Patient Name and Address
21	Patient date of birth
22	Gender
23	Patient ID number
24	Procedure Date
25	Area of Oral Cavity
26	Tooth System
27	Tooth Identifier (Number or Letter)
28	Tooth Surface
29	Procedure Code
30	Description
31	Fee
32	Other Fees
33	Total Fees
34	Missing teeth inventory
35	Remarks for unusual services
36	Authorizations
37	Authorizations
38	Place of Treatment
39	Radiographs or models enclosed?
40	Is treatment for orthodontics?
41	Date of Appliance

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	Information Required
42	# of Months remaining for treatment completion
43	Prosthesis Replacement
44	Date of prior Prosthesis Replacement
45	Treatment resulting from
46	Date of Accident, if applicable
47	State of Accident, if applicable
48	Group/Provider Name, Address, City, State, and Zip Code
49	Group/Provider ID #
50	Group/Dentist's License Number
51	Group/Dentist's Social Security number or T.I.N.
52	Group/Dentist's Phone Number
53	Treating Provider Signature (if claim manually prepared)
54	Treating Provider ID #
55	Treating Dentist's License Number
56	Treating Provider Name, Address, City, State, and Zip Code
56a	Provider Specialty Code
57	Treating Dentist's Phone Number
58	Treating Provider Specialty

**See CMDP-Approved ADA2006 Claim Form for sample of fields required for a dental claim to be considered acceptable.**

Orthodontia Payments will be processed according to the CMDP Prior Authorized schedule of periodic payments.

# CMDP PROVIDER MANUAL

## Hospital Claims Procedures

The service provider completes a UB-92 claim form, with required attachments.

All hospital claims submitted to CMDP must include:

<b>UB-92 Box Number</b>	<b>Information Required</b>
1	Provider data. Enter the name, address and phone number of the provider rendering service
3	Patient Control No.
4	Bill Type
5	Fed. Tax No.
6	Statement Covered Period
7	Covered Days
12	Patient Name
14	Patient Birth Date
15	Sex
16	Marital Status
17	Admission Date
18	Admission Hour
19	Admit Type
20	Admit Source
21	Discharge Hour
22	Patient Status
41	Value Codes and Amounts - Required if Applicable
42	Revenue Code
43	Revenue Code Description
44	HCPCS/Rates
46	Service Units
47	Total Charges by Revenue Code
48	Non-covered Charges
50	(A-C) Payer - The CMDP claim should be submitted with the carrier's explanation of benefits (EOB)
51	(A-C) Provider No.
54	(A-C) Prior Payments - Required if Applicable
58	(A-C) Insured's Name
60	(A-C) Patient identification number
63	(A-C) Treatment Authorization - if Applicable
67	Principal Diagnosis
68-75	Other Diagnosis - Required if Applicable
76	Admitting Diagnosis - Required if Applicable
77	E-Codes - Required if Applicable
80	Principal Procedure Code and Dates - Required if Applicable
82	Attending Physician
84	Remarks - Required if Applicable
85	Provider signature (if claim manually prepared)
86	Date

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### Hierarchy for Processing UB Claims

<b>Tier</b>	<b>Identification Criteria</b>	<b>Allowed Splits</b>
MATERNITY	A primary diagnosis defined as maternity <b>640.XX - 643.XX, 644.2X - 676.XX, V22.XX - V24.XX or V27.xx.</b>	None
NICU	Revenue Code = 174 (175 before 9/1/96) <b>AND</b> the provider has a level II or III NICU	Nursery
ICU	Revenue code <b>equal</b> to <b>200 - 204, 207-212, or 219.</b>	Surgery Psychiatric Routine
SURGERY	Surgery is identified by a revenue code of <b>36X</b> . To qualify in this tier, there must be a valid surgical procedure code that is not on the excluded procedure list. The Surgery tier can only split with the ICU tier. All claim accommodation days that do not qualify at the ICU tier will be classified at the Surgery tier.	ICU
PSYCHIATRIC	Psychiatric Revenue Codes - <b>114, 124, 134, 144, or 154 AND Psychiatric Diagnosis = 290.xx - 316.xx</b> . If a routine revenue code is present and all diagnoses codes on the claim are equal to <b>290.XX - 316.XX</b> , classify as a psychiatric claim.	ICU
NURSERY	Revenue Codes of <b>17X (excluding 174)</b>	NICU
ROUTINE	Revenue Codes of <b>100 - 101, 110 - 113, 116 - 123, 126 - 133, 136 - 143, 146 - 153, 156 - 159, 16X, 206, 213, or 214.</b>	ICU

### Nursing Facility Services

CMDP only pays for the date of admission up to, but not including, the date of discharge, unless the patient expires.

Long-term care facilities must bill for room and board services on the UB-92 claim form. The table below summarizes the allowable revenue codes and bill types, effective with dates of service on and after October 1, 2003.

Revenue Codes		Allowable Bill Types
190	Subacute General	86X
191	Subacute Care Level I	110-179, 211-228, 611-628
192	Subacute Care Level II	110-179, 211-228, 611-628
193	Subacute Care Level III	110-179, 211-228, 611-628
183	LOA – Therapeutic (For home visit by recipient)	211-228, 611-628
185	LOA – Bed Hold (For short-term Hospitalization)	211-228, 611-628

When billing revenue codes 183 and 185, providers must split bill and submit claims on separate UB-92 claim forms using the appropriate bill types and patient status codes.

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## Billing CPT/HCPCS Codes with Revenue Codes

<b>UB-92 Hospital Billing Requirements for Rehabilitative Services</b>	
<b>Physical Therapy</b>	<u>Acute Care Recipients Under 21</u> <ul style="list-style-type: none"> <li>Covered in outpatient setting</li> <li>PA <i>not</i> Required</li> </ul>
<b>Revenue Code</b>	<b>CPT/HCPCS Codes</b>
420 Physical Therapy	Revenue code not allowed for fee-for-service billing
421 PT/Visit	97010-97140, 97504-97546, 97601, 97602, 97799
422 PT/Hourly	Not Allowed
423 PT/Group	97150
424 PT/Evaluation	97001, 97002, 97703, 97750, Q0086
429 Other PT	97010-97750, 97799
<b>Occupational Therapy</b>	<u>Acute Care Recipients Under 21</u> <ul style="list-style-type: none"> <li>Covered in outpatient setting</li> <li>PA <i>not</i> required</li> </ul>
<b>Revenue Code</b>	<b>CPT/HCPCS Codes</b>
430 OT	Revenue code not allowed for fee-for-service
431 OT/Visit	97504-97546, 97799
432 OT/Hour	Not Allowed
434 OT/Evaluation	97003, 97004, 97750
439 Other OT	97504-97546, 97799
<b>Speech Therapy</b>	<u>Acute Care Recipients Under 21</u> <ul style="list-style-type: none"> <li>Covered in outpatient setting</li> <li>PA <i>not</i> required</li> </ul>
<b>Revenue Code</b>	<b>CPT/HCPCS Codes</b>
440 Speech Pathology	Revenue code not allowed for fee-for-service billing
441 Speech/Visit	92507
442 Speech/Hour	Revenue code not allowed for fee-for-service billing
443 Speech/Group	92508
444 Speech/Evaluation	92506, 92610, 92611
449 Other Speech	92506, 92507, 92526

### Observation Services

Observation Services are those reasonable services provided on a hospital's premises for evaluation until criteria for inpatient hospital admission or discharge/transfer have been met.

A physician or another individual authorized to admit patients to the hospital, or to order outpatient diagnostic tests, or treatments, must provide a written order of observation services.

In general, observation status should not exceed 24 hours. This time limit may be exceeded if medically necessary, to evaluate the medical condition and/or treatment of a member. Exceptions to the 24-hour limit must be prior authorized.

#### **If prior Authorization is not requested Claims are paid for 24 hours only.**

Observation services that directly precede an inpatient admission to the same hospital must not be billed separately. These charges must be billed on the inpatient claim. The inpatient claim is priced at the tiered per diem rate based on the number of allowed accommodation days. Reimbursement for the observation services provided before the hospital admission is included in the tiered per diem payment.

Medical review for continued observation status will consider each case on an individual basis.

### Ambulatory Surgery Centers

Ambulatory Surgery Centers (ASCs) are certified, freestanding entities that operate exclusively for the purpose of furnishing outpatient surgical procedures. CMDP reimburses ASCs a facility fee for services listed on Medicare's freestanding ASC coverage list. The facility fee covers all services provided by an ASC in connection with rendering surgical procedures.

- Ambulatory surgical facilities furnishing non-emergency surgical services must obtain prior authorization from the Prior Authorization Unit for scheduled ambulatory surgery.
- The PA for the ASC is separate from the surgeon's PA.
- ASC-covered surgical procedures must be billed on the CMS 1500 (08/05) claim form.
- Reimbursement is based on the payment rate for that group.
- ASCs must bill the principal or primary procedure (the procedure in the highest payment group) on the first line of the CMS 1500 (08/05) when multiple procedures are performed on the same member on the same day or at the same session.
- If an ASC does not identify the primary procedure, the CMDP system will identify the first procedure listed on the claim as the primary procedure.
- Reimbursement of the primary procedure will be at the lesser of billed charges or the capped fee for the payment group.

### ASC Payment Group Rates

ASC Group	Effective 7/1/03-12/31/07 Ambulatory Surgical Center Payment Rates
1	\$331
2	\$443
3	\$507
4	\$626
5	\$713
6	\$822
7	\$989
8	\$968
9	\$1,331

## CMDP PROVIDER MANUAL

### EPSDT Billing Codes

The following codes are specific to billing for a well child/EPSDT office visit. Use EPSDT procedures in box 24d with any appropriate modifier when needed, (use SL modifier with VFC Vaccine), on CMS-1500 (08/05) form. The appropriate V20.2, V70.0, or V70.3 ICD-9 must be on the claim or it will be denied. Indicate in section 24h by marking an "X" if services are performed under the EPSDT program. CMDP will pay if the child is eligible on the date of service.

**EPSDT providers must document immunization into ASIIS and enroll every year in the Vaccine for Children Program (VFC).**

CODE	DESCRIPTION
<u>Office Visit, Health History and Physical Examination</u>	
99381	New patient, under 1 year
99382	New patient, 1 to 4 years
99383	New patient, 5 to 11 years
99384	New patient, 12 to 17 years
99385	New patient, 18 to 20 years
99391	Established patient, under 1 year
99392	Established patient, 1 to 4 years
99393	Established patient, 5 to 11 years
99394	Established patient, 12 to 17 years
99395	Established patient, 18 to 20 years
<u>Counseling and/or Risk Factor Reduction Interventions</u>	
99401	Approximately 15 minutes
<u>Tests required by EPSDT Periodicity Schedule</u>	
81000-81003	Urinalysis
83655	Lead
84030	PKU ( <i>if not done in hospital</i> )
85013/85014	Hematocrit
85018	Hemoglobin
85027	Complete Blood Count
85660	Sickle Cell
86580	Tuberculosis ( <i>Intradermal</i> )
86585	Tuberculosis ( <i>Tine</i> )
92551	Hearing (must be performed with calibrated machine)

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<u>Immunizations</u>	
<b>CODE</b>	<b>DESCRIPTION</b>
90633 - SL	Hepatitis A vaccine, pediatric/adolescent dosage-2 dose schedule
90647 - SL	Hemophilus influenza b vaccine (Hib), PRP-OMP conjugate, (3 dose schedule)
90648 - SL	Hemophilus influenza b vaccine (Hib), PRP-T conjugate (4 dose schedule)
90649 - SL	Human Papilloma virus (HPV) vaccine, types 6, 11, 16, 18 (quadrivalent) 3 dose schedule
90655 - SL	Influenza virus vaccine, split virus, preservative free, 6-35 months dosage (covered under VFC only for high-risk children)
90656 - SL	Influenza virus Vaccine, split virus, preservative free, for the use of individuals 3 years and up
90657 - SL	Influenza virus vaccine, split virus, 6-35 months dosage (covered under VFC only for high-risk children)
90658 - SL	Influenza virus vaccine, split virus, 3 years and above (covered under VFC only for high-risk children)
90660 - SL	Influenza virus vaccine, live
90669 - SL	Pneumococcal conjugate vaccine, polyvalent, for children under 5 years
90680 - SL	Rotavirus vaccine, pentavalent, 3 dose schedule, live
90700 - SL	Diphtheria, tetanus toxoids, acellular pertiiovirus vaccine (DTaP) for use in individuals younger than 7 years
90702 - SL	Diphtheria and tetanus toxoids (DT) adsorbed for use in individuals younger than 7 years
90707 - SL	Measles, mumps and rubella virus vaccine (MMR) live
90710 - SL	Measles, mumps and rubella and varicella vaccine (MMRV), live
90713 - SL	Poliovirus vaccine, inactivated (IPV)
90714 - SL	Tetanus and diphtheria toxoids (Td) absorbed, preservative free, for use in individuals 7 years or older
90715 - SL	Tetanus, diphtheria toxoids and acellular pertussis vaccine (Tdap) for use in individuals 7 years or older
90716 - SL	Varicella virus vaccine, live
90723 - SL	Diphtheria, tetanus toxoids, acellular pertussis vaccine, hepatitis B, and poliovirus vaccine, inactivated (DtaP-HepB-IPV)
90732 - SL	Pneumococcal Polysaccharide vaccine, 23 valent, adult or immunosuppressed patient dosage, for use in individuals 2 years and older
90734 - SL	Meningococcal conjugate vaccine, serogroups A,C,Y and W-135 (tetravalent)
90740 - SL	Hepatitis B Vaccine, dialysis or immunosuppressed patient dosage (3 dose schedule)
90743 - SL	Hepatitis B Vaccine, adolescent (2 dose schedule)
90744 - SL	Hepatitis B, pediatric/adolescent dosage (3 dose schedule)
90748- SL	Hepatitis B and hemophilus influenza b (HepB-Hib)

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### EPSDT Tracking Forms

Providers must document all age-specific, required information related to EPSDT screenings and visits must use AHCCCS EPSDT Tracking Forms. EPSDT Forms for the various age group are found on the AHCCCS website, [www.azahcccs.gov](http://www.azahcccs.gov), or may also be obtained through CMDP Medical Services unit by calling (602) 351-2245 or (800) 201-1795. **(Substitute forms are not acceptable.)**

Two (2) to Four (4) Days	Twelve (12) Months	Five (5) Years
One (1) Month	Fifteen (15) Months	Six (6) Years
Two (2) Months	Eighteen (18) Months	Eight (8) Years
Four (4) Months	Twenty-Four (24) Months	Ten (10) to Thirteen (13) Years
Six (6) Months	Three (3) Years	Fourteen (14) to Seventeen (17) Years
Nine (9) Months	Four (4) Years	Eighteen (18) to Twenty-One (21) Years

**NOTE: All claims submitted for EPSDT services must have the completed EPSDT form attached to the CMS 1500 (08/05) claim form. The PIN on the CMS 1500 (08/05) claim must be for the service provider. Nurse Practitioners & Physician Assistants are required to submit claims under their own provider ID numbers in Section 33 of CMS 1500 (08/05) claim form. Services provided by NP's & PA's cannot be submitted using the doctor's PIN ID.**

**CMDP does not accept EPSDT forms if not attached to a CMS 1500 (08/05) claim form.**

## CHAPTER APPENDIX

### Provider Remittance Advice-SAMPLE

### Health Insurance Claim Form (CMS-1500)-SAMPLE

### UB-92 Claim Form-SAMPLE

### ADA2006 Form-SAMPLE

### EPSDT

- 2004 Sample Version\*\*\*

\*\*\*Please use age specific, AHCCCS approved EPSDT forms. These forms are available on the AHCCCS website, [www.azahcccs.gov](http://www.azahcccs.gov), or contact CMDP Medical Services, or your Provider Representative at (602) 351-2245 or (800) 201-1795.

## **Chapter 10**

### **GRIEVANCES/CLAIM DISPUTES**

The CMDP Grievance Manager is available to members and providers who wish to file a grievance and appeal on an adverse decision made by CMDP. The federal government, State of Arizona, and the AHCCCS Administration have established laws, rules, policies and procedures that determine how CMDP processes and adjudicates appeals. The rules associated with appeals include 42 CFR 438 Subpart F, Arizona Revised Statute Section 36 and Administrative Code Chapter 34.



## **Grievances**

A grievance is a member's expression of dissatisfaction with any aspect of its care, other than the appeal of action\*. Grievances include, but are not limited to, the quality of care or services provided, rudeness of a provider or CMDP staff, or failure to respect member's rights.

\*Action is defined in the Member Appeals section.

### How to file a grievance

- A member may file a grievance at any time either orally or in writing to CMDP.
- A disposition will be completed and provided no later than ninety (90) days of receipt of the grievance.

## Provider Claim Dispute

All claim disputes submitted to CMDP are investigated using applicable statutory, regulatory, contractual and policy provisions.

Prior to submitting a claim dispute, CMDP encourages all providers to check with the Claims or Provider Services Department to see if they can assist in resolving any concerns. When inquiring about the claims status, please note the following information:

- If a Remittance Advise identifying the status of the claim has not been received, contact the CMDP Claims Unit at (602) 351-2245 or (800) 201-1795 to determine whether the claim has been received and processed.
- Please allow fourteen (14) days following claim submission before making an inquiry and do not exceed twelve (12) months from the date of service.
- If a claim is pending in the CMDP claims processing system, a claim dispute will not be investigated until the claim is paid or denied.

### How to file a claims dispute

Submit all claim disputes in writing to CMDP via mail or fax to:

Department of Economic Security  
Comprehensive Medical and Dental Program  
Attention: Grievance Manager  
P.O. Box 29202 942-C  
Phoenix, AZ 85038-9202

- All claim disputes regarding the claim denial or adjudication must be submitted within twelve (12) months from the date of services or within sixty (60) days after the date of the payment, denial or recoupment of a timely claim submission, whichever is later.
- State, in detail, the factual and legal basis for the dispute and the relief requested (e.g., additional payment, reversal of claim denial). Be sure to provide any and all relevant supporting documentation.

### Upon receipt of your claim dispute

- CMDP sends a letter of acknowledgement to the provider within 5 business days of receipt. Provider should retain this letter for reference.
- A Notice of Resolution is communicated within thirty (30) days after the date the dispute was received, unless an extension of time has been agreed upon.

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- If it is determined that the original claim denial was in CMDP's error, the claim is forwarded to the CMDP Claims Unit for processing. It is not necessary for the provider to re-submit the claim.
- Upholding of a claim dispute does not constitute a guarantee of payment nor does it constitute a waiver of all claim filing requirements and conditions. Claims are subject to all routine claims processing edits and audits. If the submitted claim contains errors, omissions, or does not have the required documentation, the claim may be denied or an edit may fail, even though the claim dispute was upheld for other reasons.
- A provider may appeal CMDP's decision by submitting a request for hearing to CMDP no later than 30 days after the date of the Notice of Decision. All information concerning the issue will be sent to AHCCCS Administration, Office of Administrative Legal Services (OALS), for a hearing.
- A request for hearing regarding a non-AHCCCS enrolled member, must be submitted by the provider must submit the request within fifteen (15) days of the receipt of the Notice of Decision.
- Submit any request for hearing to the address below:

Department of Economic Security  
Comprehensive Medical and Dental Program  
Attention: Grievance Manager  
P.O. Box 29202 942-C  
Phoenix, AZ 85038-9202

## Member Appeals

If a member disagrees with CMDP's action to deny, reduce, suspend or terminate a service, members may file an appeal. A provider may file an appeal on behalf of a member with the written consent of the member's authorized representative (the custodial agency representative or juvenile justice representative).

If the provider attests that taking the time for a standard resolution could seriously jeopardize the member's life, health, or ability to attain, maintain or retain maximum function, an expedited appeal may be filed and will be resolved as expeditiously as the member's health condition requires, but not later than three (3) business days following the receipt.

Action is defined as:

- Denial or limited authorization of a requested service, including the type or level of services;
- Reduction, suspension, or termination of a previously authorized service;
- Denial, in whole or in part, of payment of a service;
- Failure to provide services in a timely manner;
- Failure to act within the timeframes required for standard and expedited resolution of appeals and standard disposition of grievances; or,
- For a member residing in a rural area, denial of the member's right to obtain services outside the network.

Notice of Action is CMDP's response to the member or authorized representative regarding a requested service.

### How to file an appeal

- Appeals can be filed either orally or in writing within 60 days of the Notice of Action. If you have any questions or require assistance, please contact the CMDP Grievance Manager.
- CMDP issues a Notice of Appeal Resolution within thirty (30) days for a standard appeal or no later than three (3) business days for an expedited appeal, unless the requestor and CMDP have agreed upon an extension of up to fourteen (14) days.
- The decision timeframe is calculated from the date the appeal is received by the CMDP Grievance Manager.
- The member or authorized representative may request continuation of services while the appeal is pending. The services will continue if:
  - The appeal is filed timely,

## CMDP PROVIDER MANUAL

- The appeal involves the termination, suspension or reduction of previously authorized services,
  - Services were authorized by CMDP,
  - Original period covered by original authorization has not expired,
  - The member requests and CMDP approves that service continue
- Request for continuation of service must be filed within 10 days from the date CMDP mails the Notice of Action.

### How to file a State Fair Hearing

- A member or provider may request a State Fair Hearing if the member/provider disagrees with the CMDP's appeal decision.
- The request must be in writing to CMDP no later than 30 days after receiving the Notice of Appeal Resolution.
- CMDP forwards the State Fair Hearing request to AHCCCS Administration, Office of Administrative Legal Services (OALS).
- AHCCCS Administration notifies CMDP and the requestor of the time, place and nature of the hearing.
- A request regarding a non-AHCCCS enrolled member is forwarded to the DES Office of Appeals.
- The DES Office of Appeals also notifies CMDP and the requestor of the time, place and nature of the hearing.
- A request for hearing regarding a non-AHCCCS enrolled member, must be submitted by the provider within fifteen (15) days of the receipt of the Notice of Decision.

## Chapter 11

### FRAUD AND ABUSE

CMDP follows the Arizona Health Care Cost Containment System (AHCCCS) fraud and abuse provisions. Reported incidents of fraud and abuse will be investigated by AHCCCS and may result in legal action.

#### Definitions of Fraud and Abuse:

- FRAUD (by member or provider) means an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State law. (42 CFR 455.2)
- ABUSE (by provider) means provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the AHCCCS program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the AHCCCS program. (42 CFR 455.2)
- ABUSE (of member) means any intentional knowing or reckless infliction of physical harm, injury caused by negligent acts or omissions, unreasonable confinement, emotional or, sexual abuse or sexual assault. (A.R.S. 46-451, A.R.S. 13-3623)
- INCIDENT means a situation of possible fraud, abuse, neglect and/or exploitation as defined in the policy that has the potential for liability.

## CORPORATE COMPLIANCE

The Corporate Compliance program formalizes and affirms CMDP's commitment to the legal and ethical behavior of our employees.

### CMDP Code of Conduct

The CMDP Code of Conduct provides guiding standards for employees in making the right decision when encountering situations involving legal and ethical issues in their daily activity. The CMDP Code of Conduct cannot cover every situation, or substitute for common sense, individual judgment and personal integrity. It is the duty of each CMDP employee to follow these principles:

1. **Respect the rights, dignity and diversity of each individual.** - CMDP is dedicated to providing high quality health plan services that meet the needs of our members. CMDP respects the rights, dignity and cultural diversity of each individual and prohibits discrimination in any form or context.
2. **Maintain the appropriate levels of confidentiality for information and documents.** - CMDP is dedicated to protecting the privacy of our member by preserving the confidentiality of individually identifiable health information, whether or not such information is maintained electronically, in writing, is spoken or in any other medium. (HIPAA)
3. **Comply with all applicable laws.** - CMDP conducts business activities in full compliance with all applicable federal, state, and local laws and regulations.
4. **Conduct CMDP affairs in accordance with the highest ethical standards.** CMDP conducts all activities in accordance with the highest ethical standards of the community and their respective professions at all times. No employee shall make false or misleading statements to any member, provider, person or entity doing business with CMDP.
5. **Ensure proper payment for services.** - CMDP is committed to ensure all requests for payment for healthcare services are (i) reasonable, necessary and appropriate; (ii) provided by properly qualified persons and (iii) the claims for such services are coded and billed correctly and supported by appropriate documentation.
6. **Avoid conflicts of interest.** - CMDP takes all reasonable precautions to avoid conflicts, or the appearance of conflicts, between our private interests and the performance of our official duties.
7. **Protect and properly utilize all assets.** - CMDP protects and properly utilizes all assets, such as property, equipment or resources that are entrusted in their care.
8. **Provide a safe working environment.** - CMDP is committed to maintaining a safe and healthy working environment, which complies with all relevant laws and regulations.

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9. **Provide equal opportunity to each employee.** - CMDP treats all applicants and employees fairly and equitably, and in accordance with all relevant federal, state, DES and DCYF rules and regulations, policies or procedures. CMDP is committed to employment and promotional opportunities for all persons, without regard to race; color, nationality or ethnic origin, religion, gender, sexual orientation, disability or veteran's status.
10. **Promote open communication.** - CMDP encourages open and candid communication and responds to issues and concerns in a timely manner.
11. **Conduct all business with honesty and integrity.** - CMDP employees shall prepare accurate financial reports, accounting records, research reports, expense accounts, time sheets and other documents so that they completely and accurately represent the relevant facts and true nature of all CMDP business transactions.
12. **Safeguard against conflicts of interest.** - All internal and external CMDP committee members sign Confidentiality and Conflict of Interest statements. The principles of these statements are reviewed at the start of each committee meeting.

### Corporate Compliance Hotline

The CMDP Corporate Compliance Hotline is the confidential, 24 hours a day, 7 days a week, voice mailbox of the CMDP Compliance Officer. Anyone can use this resource to report, in good faith, concerns involving CMDP employees and potential fraud, unethical, illegal or unacceptable practices or compliance violations.

All calls are kept confidential to the extent permitted by law. Although the caller is encouraged to identify him or herself, the call can be an anonymous report. The CMDP Compliance Officer will investigate all reports of improper conduct. Actions are taken equitably and consistently.

**Reports can be made by calling the CMDP Corporate Compliance Officer at (602) 351-2245, or (800) 201-1795.**



**Examples of fraud and abuse include, but are not limited to:**

Falsifying Claims/Encounters

- Alteration of a claim
- Incorrect coding
- Double billing
- False data submitted

Falsifying Services

- Billing for services/supplies not provided
- Misrepresentation of services/supplies
- Substitution of services

Administrative/Financial

- Kickbacks
- Falsifying credentials
- Fraudulent Enrollment Practices
- Fraudulent TPL reporting
- Fraudulent Recoupment practices

Member Issues (Abuse)

- Physical or mental abuse
- Emotional or Sexual Abuse
- Discrimination
- Neglect
- Financial Abuse
- Providing substandard care

Member Issues (Fraud)

- Resource Misrepresentation (Transfer/Hiding)
- Residency
- Household Composition
- Citizenship Status
- Unreported Income
- Misrepresentation of Medical Condition
- Failure to Report Third Party Liability (TPL)

Denial of Services

- Denying access to services/benefits
- Limiting access to services/benefits
- Failure to refer to a needed specialist
- Underutilization

### **Provider Training**

As billing fraud and abuse is an umbrella term that applies to a series of statutes and regulations designed to prevent government health programs from paying excessive and/or inappropriate claims. The United States General Accounting Office (GAO) estimates that medical (billing) fraud and abuse approaches 10% of all health care expenditures or \$100 billion dollars.

### **Provider Prevention**

There are several things healthcare providers can do to help prevent allegations of billing fraud and abuse. They include the following:

- Complete claim forms accurately.
- Ensure that patient records corroborate that services were actually rendered and necessary.
- Develop and install a comprehensive internal fraud detection and compliance plan.

Healthcare providers should develop internal mechanisms to ensure compliance with complex and constantly changing Medicare and Medicaid regulations. The benefits of an internal fraud detection and compliance program include early detection of problems, prevention of submitting improper claims, subversion of employees ability and inclination to bring a qui tam lawsuit, and the opportunity to voluntarily disclose fraud or mistakes thereby reducing penalties to double damages and also reducing fines.

## **The Federal False Claims Act**

The False Claims Act (31 [U.S.C. § 3729](#) *et seq.*), a United States federal law, provides a powerful legal tool to counteract fraudulent billings turned into the Federal Government. The False Claims Act, also known as the “Lincoln Law” dates back to the Civil War. Any private citizen with direct knowledge of fraud can bring a false claims suit on behalf of the government. Healthcare providers need to be aware that all employees, sub-contractors, agents, representatives, shareholders, vendors, competitors, clients and the like are potential whistleblowers or relators. If the government doesn’t join in the case, the “whistleblower” can pursue it alone. Private litigators are given standing to file civil suit on the Federal government's behalf by the FCA's *qui tam*, or *whistleblower* provisions. *Qui tam* is short for *qui tam pro domino rege quam pro se ipso in hac parte sequitur* or "he who brings the action for the king as well as for himself [sic]." To encourage whistleblowers to come forward, the False Claims Act entitles them to a share/percentage of any money resulting from a judgment against, settlement with, or recovery from the defendant.

### Relevant Federal Laws

- Anti-Kickback Prohibition – **42 U.S.C. Section 1320A-7b(b)(1)**
- False Statements relating to Health Care Matters – **18 U.S.C. Section 1035**
- Federal Criminal False Claims Act – **18 U.S.C. Section 287**
- Federal Criminal False Statements – **18 U.S.C. Section 1001**
- Health Care Fraud – **18 U.S.C. Section 1347**
- Mail Fraud – **U.S.C. Section 1341**
- RICO – **18 U.S.C. Section 1962**
- Stark Amendment/Self Referral – **42 U.S.C. Section 1395nn**
- Wire Fraud – **18 U.S.C. Section 1343**

### State Related Laws

Arizona does not specifically have a state False Claims law; we do have related statutes governing the following:

- ❖ ARS 13-1802: Theft
- ❖ ARS 13-2002: Forgery
- ❖ ARS 13-2310: Fraudulent scheme and artifices
- ❖ ARS 13-2311: Fraudulent schemes and practices; willful concealment
- ❖ ARS 36-2918: Prohibited acts

### The Whistleblower Provision

The whistleblower that files a False Claims Act suit receives an award only **if and after**, the government recovers money from the defendant as a result of the lawsuit. Generally, the court may award 15 to 30 percent of the total recovery from the defendant, whether through a favorable judgment or settlement. The amount of the award depends, in part, upon:

- If the government participates in the suit and
- The extent to which the person substantially contributed to the prosecution of the action.

## CMDP PROVIDER MANUAL

### Whistleblower Protection

The False Claims Act, section 3730(h) provides protection to employees who are retaliated against by an employer because of the employee's participation in a qui tam action. The protection is available to any employee who is fired, demoted, threatened, harassed or otherwise discriminated against by his/her employer because the employee investigates, files or participates in a qui tam action.

The "Whistleblower" protection includes reinstatement at the same seniority level and damages of double the amount of lost wages plus interest if the employee is fired and any other damages sustained if the employee is otherwise discriminated against.

### Administrative Remedies

The federal False Claims Act carries serious fines for healthcare providers who "knowingly" submit or cause the submission of fraudulent claims to federal payment programs, such as Medicaid or Medicare. A company's or individual's liability for violating the Federal Claims Act may include "treble damages" of up to three times the dollar amount that the Government is found to have been defrauded, civil penalties of not less than \$5,500 and not more than \$11,000 for each false claim and the attorney's fees of the whistleblower (called the realtor). Individuals or companies that cause someone else to submit a false claim can also be found liable under the False Claims Act.

### Provider Training Resources

Since the CMDP Corporate Compliance Program is requiring our healthcare providers to train their staff. We offer the following supports through our CMDP Provider Manual and CMDP Web Site. Such information includes but is not limited to the following aspects of the Federal False Claims Act (FCA):

- An overview of the FCA;
- The administrative remedies for false claims and statements;
- Additional federal and state laws relating to civil and criminal penalties for false claims and statements;
- The whistleblower protections under such laws.

### Training Web Site Links

- The CMDP web site:
  - [www.azdes.gov/dcyf/cmdpe/](http://www.azdes.gov/dcyf/cmdpe/)
  - click on Provider Services, and then click on False Claims Act Training
  - This training has other sites and resources contained within it.
- The AHCCCS web site, Eliminating Fraud, Waste and Abuse in Medicaid:

[www.ahcccs.state.az.us/PlansProviders/DRATraining/DRA\\_Training.pdf](http://www.ahcccs.state.az.us/PlansProviders/DRATraining/DRA_Training.pdf)

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**HIPAA Compliance**

In 1997, Congress passed into law the Health Insurance Portability and Accountability Act (HIPAA). HIPAA impacts the entire health care industry. The primary objectives of HIPAA are to ensure health insurance portability, reduce health care fraud and abuse, and enforce standards for health information, and guarantee security and privacy of health information. In part, HIPAA is intended to improve the efficiency and effectiveness of the health care system through the establishment of standards, and to protect the security and privacy of health care information.

HIPAA requires that health plans, health care clearinghouses and health care providers comply with requirements pertaining to the use of standardized transaction code sets (TCS), ensure privacy standards are followed, and protect the security of health information.

CMDP has assessed its obligations under HIPAA with a determination that CMDP is performing HIPAA-covered functions. Consequently, CMDP must comply with the applicable HIPAA provisions for privacy, electronic transactions, and security.

Confidentiality of health information for CMDP members has always been of the utmost importance. HIPAA emphasizes the privacy protections, and establishes specific standards for the use and disclosure of protected health information. For information pertaining to CMDP's Privacy Practices or other HIPAA-related information pertaining to CMDP members, you may contact CMDP's Privacy Officer, as follows:

Attention: CMDP Privacy Officer  
P.O. Box 29202, Site Code 942C  
Phoenix, AZ 85038-9202  
Phone: (602) 351-2245  
Email: [Manderson@azdes.gov](mailto:Manderson@azdes.gov)

If you have questions relating to electronic transactions or TCS, please contact CMDP's Chief Information Officer (CIO) at:

Attention: Chief Information Officer (CIO)  
P.O. Box 29202, Site Code 942C  
Phoenix, AZ 85038-9202  
Phone: (602) 351-2245  
E-mail: [dgardner@azdes.gov](mailto:dgardner@azdes.gov)

For more information regarding HIPAA, please see the U.S. Department of Health and Human Services, Office of Civil Rights website: [www.hhs.gov/ocr/hipaa](http://www.hhs.gov/ocr/hipaa) or the DES/HIPAA website: [www.azdes.gov/hipaa](http://www.azdes.gov/hipaa)

**Additional References:** 45 CFR §164.534 and A.R.S. § 13-3620 (D)

**Confidentiality**

All information regarding identification and treatment of CMDP members is confidential (A.R.S. § 8-807, 13-362OD, and 41-1959). Information regarding CMDP members, including records and files, may be released to:

- CMDP personnel;
- staff of the custodial agency;
- law enforcement personnel;
- other physicians and treatment staff providing medical services to the member, and foster caregivers.

All requests to the provider for confidential medical information from persons not listed above should be referred to the child's assigned custodial agency representative.

**A provider may not release medical information to anyone not listed above without a signed authorization by the Custodial Agency Representative or legal guardian.**

Authorization for release of information must be a written document, separate from any other document and the signature must be obtained from the designated representative, and must specify the following:

- information or records, in whole or in part, which are authorized for release;
- to whom the release shall be made;
- the period of time for which the authorization is valid, if limited; or
- the dated signature of the designated legal representative.

**Providers can use their own medical information release forms.**

## GLOSSARY

The following words and phrases in addition to definitions contained in the statute have the following meanings unless the context explicitly requires another meaning:

***Action*** –

- The denial or limited authorization of a requested service,
- including the type or level of service; the reduction, suspension, or termination of a previously authorized service;
- the denial, in whole or in part, of payment for a service;
- the failure to provide a service in a timely manner as set forth in contract.
- For a member residing in a rural area with only one provider, the denial of an enrollee's request to exercise the member's right to obtain services outside the CMDP network.

***Acute mental health services*** - Inpatient or outpatient health services provided to treat mental or emotional disorders, as necessary for crisis stabilization, evaluation and determination of future service needs.

***Administration for Children, Youth, and Families (ACYF)*** –The Administration for Children, Youth and Families, within the Division of Children, Youth and Family Services, in the Department of Economic Security provides opportunities and services to families so that children at risk can grow in safe, caring environments, and to advocate for children's rights and needs.

***Arizona Department of Juvenile Corrections (ADJC)*** – The mission of the ADJC is to enhance public protection by changing delinquent thinking and behaviors of juvenile offenders committed to the Department.

***Adjudicated child*** - A child adjudicated by the court as dependent, neglected or delinquent residing in a licensed foster family home or child welfare agency.

***Arizona Health Care Cost Containment System (AHCCCS)*** – (pronounced “access”) is a state agency that manages the Arizona's Medicaid Program.

***Arizona Health Care Cost Containment System Administration (AHCCCSA)***- The state agency which acts as the contracting and regulatory body for the state and for Health and Human Services, Centers for Medicare and Medicaid Services (CMS) for state and federally funded health care programs.

***Air ambulance*** - A helicopter or fixed wing aircraft licensed under the Arizona Department of Health Services and A.R.S. Title 36, Chapter 21.1 as amended, to be used in the event of an emergency to transport client's or eligible persons to obtain services.

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***Ambulance*** - Any motor vehicle licensed pursuant to the Arizona Department of Health Services and A.R.S. Title 36, Chapter 21.1 especially designed or constructed, equipped and intended to be used, maintained and operated for the transportation of persons requiring ambulance services.

***Ambulatory care institution*** - A health care institution licensed by the Arizona Department of Health Services with inpatient beds providing limited hospital services on an outpatient basis including an outpatient surgical center and an outpatient treatment center.

***Ancillary services*** - Special services and items furnished to an institutionalized eligible client, which are separately payable in addition to the daily room and board charge. It may also be categorized as those provided by medical personnel other than physicians.

***Appeal*** – A request for review of an action.

***Authorization*** - An approval given by the designated Departmental representative or representative of the fiscal intermediary to a specific medical/dental provider to render services or items to a specific eligible client. In general, CMDP Medical Services staff gives authorization.

***Casualty insurance*** - Liability insurance coverage related to injury due to accidents or negligence

***Catastrophic coverage limitation*** - The financial limit as determined by the Department beyond which the contractor is not at risk to provide or make reimbursement of treatment of illness or injury to foster children which results from, or is greatly aggravated by, a catastrophic occurrence or disaster including, but not limited to, natural disaster or an act of war, declared or undeclared, which occurs subsequent to being eligible for foster care.

***Child Protective Services (CPS)*** – A program of identifiable and specialized child welfare which seeks to: prevent dependency, abuse and exploitation of children by reaching out with social services to stabilize family life and preserve the family unit by focusing on families where unresolved problems have produced visible signs of dependency or abuse and the home situation presents actual and potential hazards to the physical or emotional well-being of children. The program shall seek to strengthen parental capacity and ability to provide good childcare.

***Children's Rehabilitative Services (CRS)*** - A state agency that provides medical services to children meeting CRS eligibility requirements. Some CMDP members may be also eligible to receive CRS.



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***Claim*** – The invoice submitted by the medical/dental provider for reimbursement for covered services.

***Clean claim*** – One that can be processed without obtaining additional information from the provider of the service or from a third party. It does not include a claim from a provider who is under investigation for fraud or abuse, or a claim under review for medical necessity.

***Claim Dispute*** – A dispute involving a payment of a claim, denial of a claim, imposition of a sanction or reinsurance.

***Comprehensive Medical and Dental Program (CMDP)*** – The name for the Health Care program for foster children authorized by legislation and administered by the Department of Economic Security.

***Concurrent review*** – Concurrent review is a utilization management function performed by registered nurses on each inpatient admission to acute care hospitals or extended care facilities. The concurrent review process determines the appropriateness of the hospital stay and level of care. And is based on standardized review criteria.

***Contract*** – A written agreement entered into between a person, organization or other entities and the Department to provide health care services to foster children.

***Contractor*** – A person, organization or entity agreeing through a direct (prime) contracting relationship with the Department to provide those goods and services specified by contract in conformance with the requirements of such contract.

***Coordination of Benefits (COB)*** – The process of using other insurance plans (families health plan, automobile or a third party's) to pay for the child's medical needs in full or in combination with CMDP..

***Covered Service*** – Covered services are necessary health services, which are delivered the CMDP members at the direction of the member's primary care provider (PCP). Covered services for AHCCCS are listed in this manual.

***Cultural Competency*** - an awareness and appreciation of the customs, values and beliefs ("culture") and the ability to incorporate them into the assessment, treatment and interaction with any individual within the context of their current circumstances.

***Dentist*** – An individual licensed to practice dentistry and/or oral surgery by the appropriate regulatory board of the State of Arizona. The term shall include such individual only when practicing within the scope of the license.

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### ***Department of Economic Security (DES) – DES Mission Statement***

The Arizona Department of Economic Security promotes the safety, well-being, and self sufficiency of children, adults, and families.

***Director*** – The Director of the Department of Economic Security.

***Diagnostic service*** – Those services provided for the purpose of determining the nature and cause of a condition, illness, or injury.

***Durable Medical Equipment (DME)*** – Durable items and appliances that can withstand repeated use, are designed primarily to serve a medical purpose, and are not generally useful to a person in the absence of a medical condition, illness, or injury. This definition includes, but is not limited to, such items as bedpans, hospital beds, wheelchairs, crutches, trapeze bars, and oxygen equipment.

***Emergency ambulance service*** –

- a. Emergency transportation by a licensed ambulance company of persons requiring emergency medical services.
- b. Emergency medical services that are provided before, during or after such transportation by a certified ambulance operator or attendant.

***Emergency medical services*** – Services provided in a hospital emergency room after the sudden onset of a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could be expected to result in:

- a. Placing the patient's health in serious jeopardy;
- b. Serious impairment of bodily functions; or
- c. Serious dysfunction of any bodily organ or part.

***Emergency dental services*** –

- a. Those services necessary to control bleeding, relieve pain, and eliminate acute infections.
- b. Operative procedures that are required to prevent pulpal death and the imminent lost of teeth.
- c. Treatment of injuries to the teeth or supporting structures.
- d. Reduction of maxillary and mandible fractures.

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***E.P.S.D.T. services*** – Early and Periodic Screening, Diagnosis, and Treatment services for person under twenty-one (21) years of age. The following meanings shall apply:

- a. ***Early*** – In the case of a foster child as early as possible in the child's life, or in other cases, as soon as a child is in foster care.
- b. ***Periodic*** – At appropriate intervals established by the Department for screening to assure that a condition, illness or injury is not incipient or present.
- c. ***Screening*** – The use of quick, simple procedures carried out among large groups of people to sort out apparently well persons from those who may have a condition, illness or injury and the identification of those in need of more definitive study. For the purposes of the CMDP program, screening and diagnosis are not synonymous.
- d. ***Diagnosis*** – The determination of the nature or cause of a condition, illness or injury through the combined use of health history, physical, developmental, and psychological examination, laboratory tests and x-rays.
- e. ***Treatment*** – Any type of health care or services recognized under the State Plan submitted pursuant to Title XIX of the Social Security Act.

***Eyeglasses*** – Frames with lenses prescribed by an optometrist, ophthalmologist or other licensed medical practitioner to aid or significantly improve visual performance.

***Facility*** – Any premise owned, leased, used or operated directly or indirectly by or for a contractor and its affiliates for purposes related to a contract; or maintained by a provider to provide services on behalf of a contractor.

***Family Planning Services*** – Family planning services are those services provided to aid eligible persons who voluntarily choose to delay or prevent pregnancy. Family planning services include covered medical, surgical, pharmacological and laboratory benefits. Family planning services also include the provision of accurate information and counseling to allow eligible persons to make informed decisions about the specific family planning methods available. All CMDP members are entitled to family planning services.

***Federal Food and Drug Administration (FDA)*** – FDA's mission is to promote and protect the public health by helping safe and effective products reach the market in a timely way, and monitoring products for continued safety after they are in use. Our work is a blending of law and science aimed at protecting consumers.

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***Fee- for-service*** – A method of payment to registered providers on an amount-per-service basis, up to a maximum allowable AHCCCS fee

***Fee Schedule*** – Allowable amounts established by the Department of Economic Security for medical, dental, and psychological care for foster children.

***Foster Care Provider*** – A home or childcare agency such as a foster home, group home, or child welfare agency, which provides care and supervision for foster children.

***Foster Child*** – A child adjudicated by the court as dependent, neglected or delinquent or on whom the parent(s) have signed the necessary paperwork for voluntary foster care and who is residing in a licensed foster home or child welfare agency.

***Generic drug*** – The chemical or generic name, as determined by the United States Adopted Names Council (USANC) and accepted by the Federal Food and Drug Administration (FDA), of those drug products having the same active ingredients as prescribed brand name drugs.

***Grievance*** – An expression of dissatisfaction about any matter other than an action. This can include but not limited to :

- The quality of care or services provided;
- Failure to respect the member's rights;
- Aspects of interpersonal relationships such as rudeness of a provider or an employee.

***Hearing aid*** – Any wearable instrument or device designed for, or represented as aiding or compensating for impaired or defective human hearing, and any parts, attachments or accessories of such instrument or device.

***Hearing aid evaluation*** – The application and interpretation of a battery of tests by an otolaryngologist, otologist, other licensed medical practitioner or audiologist to determine if amplification may be advantageous to an individual's hearing and what parameters of amplification are required to obtain a satisfactory result.

***High-risk pregnancy*** – A pregnancy complicated by diabetes mellitus, hypertension, previous history of multiple stillborns, expected multiple birth, or a foster child under age 18 years.

***Hospital*** – A health care institution that is licensed by the Department of Health Services pursuant to A.R.S. Title 36, Chapter 4, Article 2, as a hospital, and certified as a provider under Title XVIII of the Social Security Act, as amended, or is currently determined to meet the requirements of such certification.

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**Identification card** – A card for each foster child issued by the Department to establish the identity of the child eligible for the covered services.

**Inpatient** – A person who has been admitted into a hospital, rehabilitation, or skilled nursing facility for bed occupancy for purposes of receiving inpatient services. A person will be considered an inpatient when formally admitted as an inpatient, i.e. when admitted for a period of more than 23 hours or through the census hour.

**Inpatient days** – The number of days of care charged for hospital or skilled nursing facility services.

**Inpatient hospital services** – Those services and items furnished by the hospital for the care and treatment of inpatients under the direction of a physician or dentist.

**Legal guardian, conservator, executor, or public fiduciary** – A person appointed by a court or other protective order to be in charge of the affairs of a minor or incapacitated person.

**Legend drugs** – Those drugs that under Federal or State law or regulations may be dispensed only by prescription.

**Long term care** – Room and board services ordinarily provided in a licensed nursing care institution, licensed supervisory care facility or certified adult foster care facility.

**Medical/Dental Provider** – Any person, institution or entity, which provides covered services to an eligible foster child under the program.

**Medicaid** – A Federal/State program authorized by Title XIX of the social Security Act, as amended, which provides federal matching funds for a medical assistance program for recipients of federally aided public assistance, SSI benefits and other specified groups. Certain minimal populations and services must be included to receive FFP (federal financial participation); however, states may optionally include additional populations and services at State expense and also receive FFP.

**Medical record** – A single, complete record kept at the site of the client's primary care provider that documents the medical services received by the client, including inpatient discharge summary, outpatient and emergency care.

**Medical services** – Services pertaining to medical care that are performed at the direction of a physician, on behalf of clients or eligible persons by physicians, dentists, nurses, or other health related professional and technical personnel.

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**Medical supplies** – Consumable items which are designed specifically to meet a medical purpose.

**Medically necessary** – Those covered services provided by a physician or other licensed practitioner of the healing arts within the scope of their practice under State law to:

- a. Prevent disease, disability and other adverse health conditions or their progression, or
- b. Prolong life.

**Medically necessary sterilization** – Sterilization to:

- a. Prevent progression of disease, disability or adverse health conditions:
- b. Prolong life and promote physical health.

**Minor** – A person under eighteen (18) years of age.

**Member** – This definition refers to: person who is enrolled with CMDP.

**Non-PPN Providers** – Health care providers who are registered but have not applied to CMDP to provide covered services to CMDP members.

**NPI (National Provider identifier Number)**- is a unique, government issued, standard identification number for individual health care providers and provider organizations like clinics, hospitals, schools, and group practices.

**Nursing services** – Those services that are performed by or under the supervision of a registered nurse at the direction of a license practitioner.

**Occupational therapist** – A person who has completed equivalent educational requirements and work experience required for a certificate of occupational therapy.

**Ophthalmologist** – A licensed medical practitioner who specializes in the diagnosis and treatment of the eye and its related structures.

**Optometrist** – A person registered with the State medical board to practice optometry.

**Orthodontic condition** – A clinically obvious physical abnormality of tooth and/or jaw relationships.

**Orthopedic devices** – Supportive or corrective devices used for treatment of musculoskeletal abnormality or injury.

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**Otolaryngologist** – A licensed medical practitioner whose practice is limited to the specialty of conditions or disease of the ear, nose, and throat and who qualifies as a specialist in those areas.

**Otologist** – A physician who limits his practice to the specialty of conditions and diseases of the ear and who qualifies as a specialist in this are.

**Outpatient health services** – those preventatives, diagnostic, rehabilitative or palliative items or services that are ordinarily provided in hospitals, clinics, physician's offices and rural clinics, by licensed health care providers by, or under the direction of a physician or practitioner, to an outpatient.

**Palliative services** – Those services required reducing the severity or relieving the symptoms of a condition, illness, or injury.

**PEDS Tool (Parents' Assessment of developmental Status)**- a formal developmental screening tool that is conducted during primary care EPSDT visits to identify potential development delays

**Primary Care Provider (PCP)** - This term is used interchangeably with primary care physician. The CMDP PCP is a physician who is responsible for the overall management of a member's health care. PCPs may include, but not limited to; a physician who is a family practitioner, general practitioner, internist, pediatrician, obstetrician, or gynecologist; a certified nurse midwife or nurse practitioner; or under the supervision of a physician, a physician's assistant.

**Pharmaceutical services** – Medically necessary drugs prescribed by a practitioner, or other physician or dentist upon referral by a primary physician.

**Pharmacist** – A person licensed as a pharmacist under A.R.S. Title 32, Chapter 18.

**Pharmacy** – An establishment where prescription orders are compounded and dispensed by, or under the direct supervision of, a licensed pharmacist and which is registered pursuant to A.R.S. Title 32, Chapter 18.

**Physical therapist** – A person registered to practice physical therapy.

**Physical therapy services** – Those services provided by or under the supervision of a physical therapist.

**Physician's Current Procedural Terminology (CPT)** – The manual published and updated by the American Medical Association, which is a nationally accepted listing of descriptive terms and identifying codes for reporting medical services and procedures performed by physicians and provides a uniform language that will accurately designate medical, surgical, and diagnostic services.

**Physician Services** – Services provided within the scope of practice of medicine or osteopathy as defined by State law, or by or under the personal supervision of an individual licensed under State law, to practice medicine or osteopathy, and excludes those services routinely performed and not directly related to the medical care of the individual foster child. The term shall also include a Christian Science practitioner recognized by the Mother Church and listed as such in the “Christian Science Journal.”

**Practitioner** – Physician’s assistants and registered nurse practitioners who are certified and practicing in an appropriate affiliation with a primary physician as authorized by law.

**Preferred Provider Network (PPN)** – Health care providers participating with CMDP to provide covered services to CMDP members. PPN providers have fewer prior authorization requirements than non-PPN providers and clean claims are paid promptly.

**Pre-payment** – An arrangement in which a contractor agrees to provide health care services for a prospective, predetermined, periodic, fixed subscription premium.

**Prescription** – An order to a provider for covered services, which is signed or transmitted by a provider authorized to prescribe or order such services.

**Preventative health care** – Those health care activities aimed at protection against, and early detection and minimization of, disease or disability.

**Prior authorization** – The process by which the Department will advance whether a covered service that requires prior approval will be reimbursed based upon the accuracy of the information received and substantiated through concurrent and/or retrospective medical review.

**Provisional prior authorization** – Is a temporary authorization given, pending the receipt of required documentation to substantiate compliance with CMDP.

**Prosthesis** – An artificial substitute for a missing body part including, but no limited to, an arm, leg, eye, tooth, etc.

**Psychologist** – An individual certified by the State Board of Psychologist Examiners.

**Quality Management** – A methodology used by professional health personnel that assess the degree of conformance to desired medical standards and practices; and activities designed to improve and maintain quality service and care,



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performed through a formal program with involvement of multiple organizational components and committees.

**Radiological services** – Professional and technical x-ray and radioisotope services ordered by a physician or other licensed health professional for diagnosis, prevention, treatment or assessment of a medical condition. Radiological services include portable x-ray, radioisotope, medical imaging and radiation oncology.

**Regional Behavioral Health Authority (RBHA)** –(pronounce REE-BAH). These entities are contracted by the Arizona Department of Health Services (ADHS) to provide Title XIX covered behavioral health services to eligible members.

**Referral** – The process whereby a foster child is directed by a primary care provider to another appropriate provider or resource for diagnosis or treatment.

**Rehabilitation services** – Physical, occupational, speech, and respiratory therapy, audiologist services and other restorative services and items required to reduce physical disability and restore child to an optimal functional level.

**Routine services** – Those services and items included in an inpatient provider's daily room and board charge.

**Routine physical examinations** – Medical examinations performed without relationship to treatment or diagnosis of a specific condition, illness or injury.

**Service area** – The geographical area designated by the Department within which a contractor shall provide, directly or through subcontract, covered health care services to foster children.

**Service location** – Any location at which a foster child obtains any covered health care service.

**Service site** – The location at which foster children shall receive services from a primary care provider.

**Specialist** – A Board eligible or Certified physician who declares himself or herself as such and practices a specific medical specialty.

**Social Security Administration (SSA)** – An agency of the Federal Government responsible for administering certain titles of the Social Security Act, as amended.

**Specified relative** – A non-parent caretaker of a dependent child who is a grandparent, great-grandparent, brother, or sister of whole or half blood, aunt, uncle, or first cousin. (A.R.S. § 8-501.A.11).

**Skilled Nursing facility** – A health care institution, which is licensed by the Department of Health Services as a skilled nursing facility.

***Speech therapist*** – A person who has been granted the Certificate of Clinical Competence in the American Speech and Hearing Association, or who has completed the equivalent educational requirements and work experience required for such a certificate, and who is licensed by the state.

***State Fair Hearing*** - An administrative hearing as defined under A.R.S. title 41, Chapter 6, Article 10.

***Supplemental Security Income (SSI)*** – Supplemental income under Title XVI of the Social Security Act, as amended.

***Therapeutic services*** – Those curative services required for treatment of a condition, illness or injury and includes acute, chronic and emergency care.

***Third party*** – Any individual, entity or program that is, or may be liable to pay all or part of the medical cost of injury, disease or disability of a CMDP foster child.

***Third party liability*** – The resources available from a person or entity that is or may be, by agreement, circumstance or otherwise, liable to pay all or part of the medical expenses incurred by a CMDP eligible foster child.

***Treatment plan*** – That portion of the authorization process, which requires that the attending physician and other professional allied health personnel involved in the care of an eligible foster child establish and review periodically a plan of treatment and care for each eligible foster child.

***UB 92*** – A universal billing form for claims. Hospital inpatient, outpatient and emergency room claims are filed on this form. The UB 92 is not to be confused with a “universal claims form” for filing pharmacy claims. Skilled nursing facilities also use the UB 92 for claims submissions.

***United States Adopted Names Council (USANC)*** – The purpose of the USANC is to serve the health professions in the United States by selecting simple, informative, and unique nonproprietary names for drugs by establishing logical nomenclature classifications based on pharmacological and/or chemical relationships.

***Utilization control*** – The overall accountability program encompassing quality assurance and utilization review.

***Utilization management*** – A methodology used by professional health personnel that assesses the medical indications, appropriateness and efficiency of care provided.

***Vaccines for Children (VFC)*** – The VFC program was established in 1993 to serve children defined as “federally vaccine eligible” under section 1928 (b) (2),

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which includes both “uninsured” and “Medicaid eligible” children. American Indian, Alaskan Native children and children whose insurance does not cover immunizations are also eligible for VFC. States will continue to receive federal funding for reduced-price vaccines under this program.

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